



General Manager, Bluffers Park Marina

You drive to work, park the car and stop to take in the view, the wind and the sound of waves splashing against the shore. Does this seem like an ideal work environment? Do you long to use all of the broad skills you've acquired over your business career to truly optimize the customer's experience? Perhaps you even enjoy indulging in the odd hands-on project fixing things? This is a playground in which you can satisfy all of these cravings.

In business since 1986, Bluffers Park Marina has 400 boat slips and is Toronto's only full service marina offering everything a boater could want or need. The marina is just 20 minutes from downtown Toronto, at the foot of the Scarborough Bluffs in beautiful Bluffers Park and 10 minutes from Highway 401.

A very rare opportunity exists for a seasoned people leader with broad and well-rounded business skills/savvy to become the next GM of Bluffers Park Marina. Reporting to the Board of Directors, you will oversee the marina's day-to-day operations and long-term capital projects to ensure its customers enjoy the most exceptional marina experience possible.

Job Summary

Overseeing the management of the marina, you will provide a focus on delivering exceptional customer service, maintaining the highest level of visual appeal of the facility and maximizing its use and delivery of services.

The expectation is that you will achieve outcomes in key result areas including strategic planning, operational excellence, customer and community engagement, fiscal accountability, human resource management and safety and risk management through collaborative relationships and superior leadership and communication skills.

Specifically, the Board of Directors is looking for you to:

- Create a 5-year strategic plan for the marina and following approval by the Board, lead the team in planning and executing on annual plans aligned with the strategic plan while keeping the Board of Directors up-to-date on your progress.
- Plan, manage and execute on multiple and significant capital projects (property improvements) intended to deliver the highest level of visual appeal of the facility and maximize the development and usage of the facility and delivery of services.
- Manage all staff employed at the marina ensuring they are engaged and delivering an optimum level of services while ensuring compliance and adherence to all human resource laws, regulations and internal policies.
- Develop and foster customer relationships, serving as the primary “face” of Bluffers Park Marina to current and potential customers and all other marina stakeholders.
- Oversee the annual budget, focusing on increasing marina revenue through dock services, vendor agreements and an increased level of customer experience.

Your Skills & Knowledge

- Post Secondary graduation in a relative discipline such as business, project management, engineering, facilities management or hospitality with post graduate studies in marketing, human resources, finance and/or maintenance services considered an asset
- Minimum 3 years experience in a similar role or 5 years in a management/leadership role within a similar industry including, marina, resort or public tourism/hospitality environment and the ability to quickly identify, analyze and evaluate operational problems, risks or issues and recommend innovative solutions
- Progressive management experience overseeing some or all functions such as Operations, Finance, Human Resources, Information Systems, Marketing and Administration services
- Proven successful leadership skills and experience in the direct management of staff and ability to manage individual and team performance by setting goals and standards and evaluating and correcting performance when required

- Proven experience developing and successfully executing on strategic, project and operational plans and the ability to effectively and efficiently manage individual and team projects and programs by anticipating needs and evaluating operational risks/implications, including planning, budgeting, implementation and results
- Exceptional interpersonal skills to establish and maintain effective and respectful working relationships with staff, customers, Board of Directors, government, external agencies and a variety of other groups or individuals to meet objectives, complete projects and influence outcomes
- Ability to use standard computer applications efficiently to produce correspondence, reports, spreadsheets and presentations

Your Primary Responsibilities

- Prepare and deliver on annual plans for Human Resources, Operations, Revenue and Marketing, each of which aligns with the overall annual plan.
- Provide strategic direction and leadership to staff dedicated to the management and delivery of a variety of marina services while creating a motivating employee environment, promoting a culture of continuous improvement and safety.
- Plan and oversee maintenance of the marina facilities, yards, grounds and outstations, oversee the management, work of, permits and relationships with technical vendors and engineers and develop and maintain a capital inventory, maintenance and replacement plan for all assets and facilities.
- Provide sound financial management including preparing, delivering, monitoring and maintaining the annual budget for review by the Board and its accounting firms/agents, manage operations and expenses in accordance with the approved budget and maintain sound and appropriate financial controls.
- Oversee marketing and membership generating initiatives in order to promote the marina's services and facilities to current and potential members and leverage social media marketing, selected advertising, trade shows and association(s) relationships to maximize market penetration.

- Design, implement, and improve upon operating policies, standards and contracts and oversee the management of audits, legal initiatives, insurance administration, external suppliers and other special projects.
- Keep the Board apprised during an emergency and prepare a report with recommendations for amendments to the Emergency Response and Preparedness Plan following an emergency.
- Ensure marina operates in accordance with all local, provincial and federal laws while maintaining the marina's standing as an orderly and clean facility and a leader in safety and develop, promote, adhere and enforce all marina policies and procedures including those applicable to staff, customers and the public.
- Provide advice and support to the Board in the development and implementation of a 5-year strategic plan and develop and execute annual operating plans aligned with the overall strategy to ensure the marina has a strategic vision that is financially stable and meets the revenue target.

Your Compensation

Bluffers Park Marina will offer an attractive compensation package, commensurate with experience, including a competitive base salary, bonus opportunity and benefits.

The Application Process & Deadline

Interested candidates should submit your resume by April 28, 2023 along with a detailed cover letter addressing the qualifications and describing how your background aligns. Save the two documents and email them in Word or PDF format (save as "Last Name, First Name, Resume" and "Last Name, First Name, Cover Letter") to shellyarae@peoplerus.ca

Bluffers Park Marina is committed to the principles of equity, diversity and inclusion. We adhere to the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act and welcome and encourage applications from all qualified applicants. Accommodations are available on request for candidates taking part in all aspects of the selection process.