

Job Posting

General Manager
Vancouver, Canada
Permanent, part-time

We are currently seeking an exceptional candidate to fulfill the role of General Manager and further enhance our non-profit Co-operative.

Who We Are

Terminal City Glass Co-op (TCGC) was founded in February 2012 as Canada's first non-profit, Co-operative glass arts facility.

Our mandate is to provide access to high-quality glassmaking equipment and resources for the artistic development of emerging and established artists; to offer an educational glass program for the public in efforts to encourage awareness of glass as an art medium; to engage the community through events that promote glass as an art form.

We offer educational programming in glassblowing, flameworking, beadmaking, and sandblasting for ages 16+, and encourage our students to further their exploration of glass as form of creative expression.

Artists work independently out of our studio on their own individual projects and businesses. We support all kinds of community-building activities in the studio including art talks, social events, member meet-ups, fundraisers, and more.

Who You Are

You are passionate about leadership and you seek out any chance you get to inspire and motivate your team. You have expertise managing artists and you understand the Co-operative business model and Non-profit sector. You are excited to support our Co-operative through navigating COVID/Pandemic recovery. You are excited to create a respectful, inclusive, and supportive space where glass artists of a wide variety of skill sets and backgrounds can explore glass as a medium.

You are building a career that lets you flex some strong entrepreneurial muscle, and you know that what you do makes a difference. You have an inherent desire to engage with members, create clarity through communications and navigate the challenges of leading a small business through COVID recovery to meet current and future needs.

Responsibilities

Reporting to the Board of Directors the General Manager provides leadership and oversight of all administrative operations, including pandemic recovery, education, fundraising, marketing, member relations, finance, human resources, facilities, and I.T.

Leading the Terminal City Glass Co-op staff working collaboratively with the Studio Manager, Financial Officer, junior staff and various volunteer member committees, the General Manager oversees the day-to-day operations of TCGC.

Key Duties

- Helping the Co-op to navigate through the pandemic changes and plan our Co-operatives recovery.
- Successful leadership and management of the organization according to the values and strategic direction set by the Board of Directors.
- Supporting and supervising the Terminal City Glass Co-op staff to deliver on their strategic priorities and goals. This includes pandemic management and relief, staff development, coaching and performance management and other key Human Resource aspects.
- Working closely with all staff on decision-making and day-to-day operations, fostering a positive working environment through open communications.
- Acting as the key point of contact for members. This includes member relations, communications, community building, and conflict resolution.
- Advocating for TCGC and leading community outreach efforts, including collaborative relationships, and broadening the awareness of TCGC within the arts and small business/Co-operative community.
- Managing education programming, including negotiating and planning with visiting artists. This includes working with the Education Committee on developing current and new curriculum and planning and working with the Studio Manager to ensure students and instructors are supported.
- Coordinating studio calendar for member rental, education program and special events.
- Researching fundraising and grant opportunities with foundations, corporations, government and other funding organizations on a city, provincial and national level.
- Establishing a donation program with support from local and national glass art community.
- Acting as the main point of contact with the Board of Directors ensuring clear and timely communications, escalation of risks, and partnering with them for support where necessary to execute on the Co-operatives strategic goals.
- Playing a key role in the development, organization, and promotion of events at the Co-op, including working with all staff to manage the Events, Education, and Studio Committees.

Qualifications and Experience

- Strong Management and leadership experience
- Strong Communications skills
- Experience working in a Co-operative or non-profit organization; and strong connection to and awareness of the arts and glass blowing
- Expertise in Human Resources, Finance, Project Management and/or Marketing
- Facilities and operational management
- Knowledge of development practices, including fundraising, grant writing, and administering donation programs
- Business administration with a customer service focus
- Planning and troubleshooting I.T. systems
- Experience with QuickBooks/SAGE Accounting
- Policy governance experience working with and/or on a Board of Directors
- Leadership experience planning, coordinating, and implementing events or festivals.

Competencies (demonstrated experience with)

- Strong leadership, communication, decision making, negotiation, collaboration and networking skills
- Business administration or Office Management
- Project management
- Special event or program management
- Commitment, independence, initiative, and assertiveness skills; and strong people, HR management and Customer Service skills

Working Conditions

- Currently the General Manager works from the office and from home depending on duties required
- Frequent computer use is expected
- Ability to work varied hours as necessary to meet the requirements of the role, some evening and weekend work required
- Interaction with staff as well as members is required
- The GM will work on average 25 hours each week, but this may fluctuate between 15 to 35 hours depending on cyclical work demands, special events and responding to unusual situations

Please send your resume to HR@terminalcityglass.com. We thank all applicants for their interest, but only candidates selected for an interview will be contacted.