



## **General Manager**

### ***Job Description Duties, Responsibilities, Expectations***

The Templeton Center General Manager (Manager) is responsible for the overall daily operations of the Templeton Center, a multi-purpose recreation and event center owned and operated by the City of Templeton, Iowa. The Manager is responsible to the Templeton Community Center Board (Board) and will meet stated objectives of the position by meeting the following basic qualifications and skills, and performing the following essential functions.

#### **Section 1: BASIC MINIMUM QUALIFICATIONS**

- Excellent written and verbal communication skills
- Excellent customer service skills
- Promote, organize, schedule and coordinate events
- Promotion and marketing of facility & services
- Ability to hire, schedule, and manage staff and volunteers
- Ordering and inventory of supplies
- Work occasional evenings and weekends
- Assist with and/or facilitate cleaning and maintenance of facility as necessary
- Must be 21 years of age and complete I-PACT (Iowa Program for Alcohol Compliance Training)

#### **Section 2: SPECIFIC DUTIES & EXPECTATIONS**

##### ***Marketing, Promotion, & Client Communication***

The manager will promote the Templeton Center to a variety of potential clients for a variety of uses. The manager will advertise, make cold calls, make presentations, call on customers, and provide other communication as necessary to ensure a high level of activity and use of the facility for different types of events including banquets, meetings, weddings, conferences, games, etc. The manager will work with other service providers (caterers, photographers, decorators, etc.) to maintain information that will help in marketing the facility to clients. The manager will be expected to meet potential and actual clients and learn about the purpose and expectations for an event, which may include follow-up meetings, phone calls, e-mail, or other communication as necessary, to review event client's arrangements and to address any concerns or changes that may arise. It is imperative to have excellent listening and communication skills during client interaction. The manager will provide potential and actual clients with accurate cost proposals for use of the facility. The manager will also utilize and maintain appropriate social media and online (web) resources to market and portray a positive image of the facility.

##### ***Planning and Coordinating Event Activities***

The manager will be responsible for the scheduling and booking of all events and activities. The manager will take calls, e-mails, etc. and maintain an accurate calendar of events for the facility. The manager will help coordinate and oversee setup, delivery of supplies, arrangement of tables and décor (linens, floral, color scheme, etc.) as appropriate or applicable to the occasion. The manager will also be responsible for the provision of services, including equipment and technology set up for a formal presentation as applicable. The manager will be expected to coordinate with local groups on various events and occasionally provide assistance, including the Funeral Committee, TCBA, KC's, etc.

##### ***Arrange Supplies and Services***

The manager will coordinate and order all supplies and services for events and maintain appropriate and sufficient inventory. This includes housekeeping, cleaning, bar and beverage service, ice, liquor/beer/soda, and all other necessary supplies for operating the facility. The manager will work with suppliers and service providers on availability for an event to ensure the best service to clients. The manager will work with caterers, photographers, DJ's, florist, videographers, etc. and on-site staff to ensure all details about events are accurate and handled in a professional manner.

**Hiring, Scheduling, and Staff Training/Coordination/Management**

The manager will work with the Board on the hiring and scheduling of other staff for bar management, event setup, bartending, cleaning, and other staffing needs as necessary. The manager will coordinate with other staff as applicable to make sure sufficient employees are scheduled to adequately staff events and provide the best service to clients. The manager will closely and accurately monitor and track hours to ensure staff is on task and make sure clients and guests are safe and satisfied with their experience, while also being conscious of budgetary constraints. The manager will turn in accurate payroll records to the City Clerk for processing in a timely fashion.

**Facility and Event Monitoring**

The manager will be responsible for monitoring of the facility, including opening the facility and making sure it is properly shut down and locked following an event. The manager will make sure inventory (including all facility equipment and supplies) is secure and accessible only by appropriate persons. The manager will ensure that the facility in general and specific areas in the facility are only accessible by appropriate persons while being conscious of the fact that it is a community-owned facility designed for the use and enjoyment of the community. The manager will know when the building is being used and by whom and make sure that events or use is monitored as necessary.

**Financial Management & Record Keeping**

The manager will monitor and track the finances of the facility including invoices, receipts, expenses, cash management, reconciliation, and payroll. The manager will keep accurate records of all finances and use of the facility. The manager will prepare payment requests and deposits for submittal to the City Clerk for processing and keep the Board apprised of all financial matters. The manager will ensure upfront communication of payment policies with clients and ensure proper invoicing and collection of rental fees and the collection and return of deposits as necessary. The manager will be conscious of the facility budget and manage finances to minimize staff, supply, or inventory overruns. The manager will work with the Board and City Council on budgeting for the facility on an annual basis.

**Awareness of and Compliance with all Laws and Iowa ABD Rules and Regulations**

The Manager will be knowledgeable of all pertinent laws and regulations concerning the sale of alcoholic beverages in the State of Iowa. The Manager will ensure the compliance with the facility's State of Iowa Liquor license by all bartenders and other staff. The Manager will complete the Iowa ABD's "I-PACT" training program and maintain refreshment courses as required by the program. The Manager will ensure that all bartenders are also compliant with this program and any other pertinent rules and regulations.

**Bar Setup, Operation**

The Manager will be responsible for setup and organization of the main bar area including the placement of all beverages, cups, glassware, supplies, etc. for the most efficient operation with the goal of excellent service to the customer. The Manager will be familiar with the setup of the facility's point of sale program and equipment and ensure proper operation and programming.

**Clean Up, Maintenance, and Hygiene**

The manager will ensure that the facility is kept clean and presentable at all times including routine/basic cleaning throughout building (restrooms, public areas, etc.) and clean up before and after events and maintenance of building as needed. Routine cleaning and maintenance may be done by the manager or by other staff as determined by the manager. The manager will be responsible for reporting major problems with the building to the Board and/or other City Staff or Officials as appropriate. The Manager will ensure that bar, cooler, and all food and beverage preparation and service areas are kept clean and in accordance with Department of Health standards. The Manager will ensure that all other staff are aware of and in compliance with all such standards.

**Other Duties as Needed or Assigned**

The manager will be responsible for duties that may not be specifically listed in this document but are necessary to the successful operation of the facility and satisfaction of all clients. The manager's responsibilities may be periodically reviewed and changed by the Board from time to time.

**Section 3: EMPLOYMENT INFORMATION**

**Classification:** Part-time  
**Rate of Pay:** Depending on Qualifications  
**Benefits:** IPERS  
**Reports to:** Templeton Community Center Board