



General Manager – Job Posting

Full-Time | Calgary & Airdrie, Alberta

Compensation: To be discussed based on experience and qualifications

Reports to: NCSA Board of Directors

Start Date: Immediate or as negotiated

About NCSA

For more than 30 years, the Nose Creek Swim Association (NCSA) has served the Calgary and Airdrie communities as a competitive swim club committed to excellence, integrity, and athlete development. With over 450 swimmers across multiple program streams, NCSA is recognized for strong coaching, a positive culture, and a commitment to Safe Sport.

Position Summary

The General Manager (GM) is the senior operational leader of **NCSA and the Nose Creek Swim School (NCSS)**. This role ensures both organizations run smoothly day-to-day by overseeing administration, financial management, HR coordination, communications, and strategic execution. The GM enables coaches to focus on coaching, reduces volunteer burnout, strengthens systems, and supports the Board with reliable operational leadership.

Key Responsibilities – Operations & Administration

- Oversee club administrative functions including registration, meet entries, schedules, logistics, and invoicing support.
- Coordinate pool access, training schedules, travel, facility bookings, and program setup.
- Maintain and improve administrative systems, policies, and workflows.
- Manage apparel, equipment, and merchandise programs.
- Ensure compliance with Swim Alberta, Swimming Canada, Safe Sport, and facility standards.
- **Oversee operational alignment between NCSA competitive programs and NCSS swim school programs.**

Key Responsibilities – Financial & Business Management

- Support the Treasurer with budgeting, forecasting, reporting, and financial monitoring.
- Maintain financial accuracy, controls, and documentation.
- Assist with sponsorships, grant applications, and fundraising initiatives.
- Oversee program fee structures, refund policies, and seasonal financial planning.

Key Responsibilities – Human Resources & Staff Support

- Provide HR leadership for administrative staff and seasonal roles.

• **Serve as the direct supervisor of the Head Coach for all day-to-day operational, staffing, scheduling, and administrative matters.**

- Lead and support the Head Coach with staffing logistics, onboarding, scheduling, and operational alignment.
- Contribute to a positive, professional club culture.
- Ensure strong internal communication and operational support for coaches and staff.

Key Responsibilities – Communications & Member Relations

- Serve as the central point of contact for parent and member inquiries.
- Lead clubwide communications including email updates, newsletters, website content, and social media.
- Support meethosting communications and community engagement.
- Promote clear, timely, transparent communication to enhance member experience.
- **Ensure communication consistency across both NCSA and NCSS.**

Key Responsibilities – Strategic Leadership & Board Support

- Implement boardapproved strategic plans, policies, and operational priorities.
- Prepare board reports, dashboards, and operational updates.
- Support Board committees including Governance, HR, Finance, Competition, and Community.
- Foster organizational stability and risk management.
- **Support Board oversight of both NCSA and NCSS to ensure unified standards and long term planning.**

Qualifications – Required

- 5+ years of management experience in sport administration, nonprofit operations, recreation, or business management.
- Strong operational, organizational, and administrative skills.
- Experience in budgeting and financial oversight.
- Strong communication and interpersonal skills.
- Proficiency with digital tools and club management systems.
- Ability to work independently with sound professional judgment.

Qualifications – Preferred

- Experience in competitive swimming, aquatics, or amateur sport.
- Knowledge of Safe Sport principles.
- Experience supervising staff or coordinating with coaching teams.
- Grant writing, sponsorship, or fundraising experience.
- Event or meethosting experience.

What NCSA Offers

- Compensation to be discussed.
- Dynamic, flexible work environment.
- Supportive Board and coaching leadership.
- Opportunity to strengthen operations for a respected club with 30+ years of history.

How to Apply

Please submit your resume, cover letter, and three references to: office@ncsaswim.ca
Applications will be reviewed on a rolling basis and remain open until filled.