"Schedule A"

Campus Living Centres Inc.
Job Description

Job Title: General Manager

Classification: Group 1 (Perm F/T),

Property: Property Name

Location: City

1. Reporting Relationships

Position Reports to: Vice President, Operations

Positions Supervised: Operations Manager, Front Office Manager, Sales Manager, Residence Life Coordinator/Manager, Customer Service Representative, Housekeeper, Maintenance

Upward interactions: VP's, Directors

2. Position Summary and Job Magnitude

The General Manager oversees all aspects of the residence operations including: guest relations, front desk, office administration, housekeeping, maintenance, finance, human resources, payroll, and staff development. The General Manager must possess strong communication skills, both verbal and written, and demonstrate outstanding leadership. The manager must be able to delegate responsibilities, organize complex projects, and establish priorities consistent with company objectives.

3. Essential Functions and Basic Duties

Finance

- Approve, maintain and control all operational revenues and expenses
- Ensure that all collection and control procedures are followed relating to accounts receivable
- Prepare and be accountable for the annual residence operating budget
- Ensuring all Month End reporting is accurate prior to submission to Finance Office
- Ensure monthly and other requested reporting is completed accurately and on time

Sales and Marketing

- Oversee Sales & Marketing initiatives at the property with the Sales Manager
- Assess and develop target markets for summer business
- Provide direction for direct marketing initiatives (Cold calling, visits, mailers, etc.)
- Ensure the Property Marketing Plan is up to date with your current market area
- Creation and implementation of internal sales promotions
- Ensuring that all sales contracts are in order and required invoicing is complete

Human Resources

- Direct and supervise, maintaining strong communication with all staff members and internal departments at the property.
- Ensure legislated policies are followed, including Health & Safety
- Ensure that all payroll policies are followed
- Play an active role in the training and development of employees
- Develop a team atmosphere within the organization
- Establish staffing requirements
- Prepare regular performance evaluations of all staff
- Ensure that any employee conflicts are dealt with properly and immediately
- Minimizes turnover and encourages employees via positive reinforcement
- Ensure scheduling is reflective of the property's 24 hour operation

Administrative
- Maintain a detailed "Manager's Log" to communicate to others
- Ensure that a Complaint Log is utilized to properly document complaints and responses
- Organizing the office to ensure all files and information are easily found
- Implement policy changes as they are released corporately.
- Ensure monthly Residence Update Report is complete.

Student Life
- Ensures that that the safety, well being, and concerns of all students are being met in a respectful and efficient manner
- Directly involved in the discipline (both verbal and written) of students when necessary
- Ensure all Residence Life Programming is in place and effectively operating
- Ensures that all required student documentation is received

Miscellaneous
- Responsible for the overall esthetic condition of the property (both interior and exterior) ensuring that snow removal and landscaping is being properly carried out
- Ensures that the property departments are well organized
- Understands their legal standings in all situations
- Ensures that all information requests and documents are dealt with immediately
- Any other duty as assigned by a Director or Executive Committee member
- Meet tight deadlines
- Managing changeover seasons in May and September
- Adapt to new ideas and emerging situations
- Ability to deal with high stress situations
- Creative problem solving
- Manage the balance between customer service and student discipline.

Health & Safety
- Providing equipment, materials and protective devices (e.g. guards on machines, personal protective equipment, etc.) that are maintained and are in good condition.
- Ensuring equipment, materials and protective devices are used properly and in a safe manner.
- Providing information, instruction and supervision to employees to protect the health and safety of the employees.
- Appointing competent, qualified supervisors.

- Providing (upon request), in a medical emergency, information in the possession of the employer, including confidential business information to a legally qualified medical practitioner, and to such other persons as may be required by law.
- Providing all employees with training with regards to all health and safety policies and procedures for Campus Living Centres.
- Acquainting an employee or a person in authority over an employee with any hazard in the workplace and in the handling, storage, use, disposal and transport of any article, device, equipment or a biological, chemical or physical agent.
- Affording assistance and cooperation to the Joint Health and Safety Committee (JHSC) or a Health and Safety Representative in the carrying out of their functions.
- Only employing a worker over the prescribed age.
- Not knowingly permitting in or about the workplace anyone under the prescribed age.
- Taking every precaution reasonable in the circumstances for the protection of an employee.
- Providing to the Joint Health & Safety Committee the results of a report relating to occupational health and safety (including written copies of the relevant portions if available). The employer must also advise employees of the results of a report and, if the report is in writing, make available on request copies of the portions concerning occupational health and safety.
- Responding in writing within 21 days to any health and safety recommendations submitted by the Joint Health & Safety Committee.
- Posting a copy of the OHSA and pertinent regulations in an accessible workplace location.
- Posting and annually reviewing and re-posting a signed copy of the Campus Living Centres health and safety policy in an accessible workplace location.
- Posting and reviewing the violence and harassment policy on an annual basis and ensuring that the policy is in an accessible workplace location.
- In partnership with the Health and Safety Coordinator, developing and maintaining a health and safety system to implement Campus Living Centres's health and safety policy.
- Accurately keeping, maintaining and making available to workers affected all records of handling, storage, use and disposal of biological, chemical or physical agents as prescribed.
- Notifying the Director of Human Resources or residence operators of the use or introduction into a workplace of such biological, chemical or physical agents as may be prescribed.
- Monitoring the levels of biological, chemical or physical agents in the workplace and keeping posted records as necessary.
- Ensuring that the workplace meets all standards limiting the exposure of an employee to biological, chemical or physical agents.
- If required, establishing a medical surveillance program and providing for safety-related medical examinations and tests for employees as prescribed.
- Where prescribed, providing an employee with written instructions as to the measures and procedures taken for their own protection, and carrying out such training programs for workers, supervisors and committee members as needed.
- Ensuring that all workplace structures meet any standards outlined in the Building Code Act and prescribed by the Ministry of Labour.
- Conducting a formal workplace inspection bi-annually.
- Identifying substandard acts or conditions and taking necessary steps to ensure corrective action.
- Ensuring that all scheduled health and safety training sessions are carried out and completed according to the training timetable.
- Creating a work environment that holds zero tolerance on violence and harassment in the workplace.
- Conducting Incident Investigations and reviewing all forms and ensuring these are discussed at management meetings.

- Performing observations of employee safe work practices during semi-annual workplace inspections and celebrating positive safety performance.

4. Essential Functions with Client Institution

- Ensuring Client Institution has all necessary information in a timely fashion
- Must be in attendance and fully prepared for ROC meetings
- Interacting with Institutional departments for services provided to the property
- Maintaining a professional business relationship with CLC's primary Institutional contact

5. Performance Measurements

Performance will be primarily measured on the following factors:

- Performance Objectives
- Initiative
- Inter-Personal Skills
- Leadership
- Business & Financial Acumen
- Communications
- Self Development and Appraisal
- Health & Safety Responsibilities

6. Qualifications

Education:	Recognized College Diploma or University Degree
Skills/Abilities:	Must possess superior verbal and written communication skills Must possess superior budgetary and decision making ability Must possess excellent employee management skills Must be able to handle multiple projects at once Must be able to provide leadership to staff
Experience Required:	Minimum of 3 years industry experience or equivalent management experience

7. Working Conditions

Hours per Week:	Scheduled 44 hours per week (may need to work more as required)
Indoor/Outdoor:	Indoor
Level of Interruption:	High level of interruption
Stress Level:	Moderate overall stress level (Peak stress levels in May and September)
Travel Outside of Location:	Minimal (at least 4 annual corporate meetings outside of property)