



# General Manager

## Job Description

### Position Profile:

Reporting to the CEO of StarFish Holdings, the General Manager of Canadian Emergency Ventilator Inc. will contribute to an important and timely resource project. The General Manager will have full responsibility for the oversight of all aspects of this business, including parts and inventory control, marketing, product support and sales. The General Manager will manage a small team.

### Key Responsibilities:

- Primarily responsible for hands-on leadership and management of the day-to-day activities for equipment servicing, parts and inventory management, product sales
- Collaborates in establishing and formulating short and long-term business strategies, goals, objectives and performance KPI's
- Fosters a success-oriented and accountable team environment
- Develops business plan and annual budgets
- Organizes, supports and maintains all operations and relevant site activities
- Focuses on mitigating and resolving potential risks, and pursuing sales opportunities
- Works with business partners to develop lines of communication between employees and key contacts within partner organizations to grow and develop product sales
- Delivers efficiencies and improved productivity in operational performance related to safety, environmental compliance, best practices, profitability, quality, cost reduction, workflow, productivity and human resources
- Approves, monitors and ensures compliance with all contractual customers, contractors and supplier agreements to minimize risk and maximize potential profitability
- Monitors warranty policy and administration to ensure maximum warranty cost recovery as well as minimize risk exposure and costs
- Practices sound leadership and human relations principles to build culture and promote teamwork
- Identifies and develops appropriate training programs to ensure the Company's competitive advantage is maintained and personnel are developed

### **Qualifications and Abilities:**

- Undergraduate degree in business or post-secondary education in a related technical field
- 10+ years of experience with equipment services, previous Product Services General Manager experience is preferred but not required
- Successful track record of mentoring, coaching, developing and leading teams
- Experience in contract and asset management
- Possess a strong sense of business development and is customer-focused; the incumbent will be dealing with suppliers at a high level
- Demonstrated ability to set and achieve short and long-term goals and implement strategic plans
- Experience working with KPI's, setting objectives, targets and accountability
- Experience managing budgets, people and technology to influence resources and outcomes, and strong steward of revenues/expenses
- Demonstrated track record of identifying and evaluating unique opportunities, ideas, approaches and techniques for improving the organization (i.e., sales, products, cost reductions, use of resources, policies/procedures)