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OPPORTUNITY PROFILE | **General Manager**

ABOUT SERV-IT

Since 1979 SERV-IT has provided efficient and cost-effective process service in Alberta, offering Civil Enforcement services since 1995 and Tenant Default Services since 2006.

We are proud to offer high-quality, cost-effective services for our clients and are willing to adapt to meet our clients' individual needs and circumstances. With offices in Calgary and Edmonton, we assist our clients with Bailiff Services, Process Services and Tenant Default Services throughout Alberta. We also maintain relationships with agents throughout North America and beyond allowing us to assist clients with matters outside of Alberta.

Our staff at SERV-IT are considered industry experts whose professionalism, and experience are unsurpassed in our field.

THE OPPORTUNITY

Reporting to the ownership group, the General Manager will be responsible for overseeing the operations and providing strategic and managerial processes to staff, and contractors in the delivery of all our services.

As this is a new position, the General Manager, will be involved in establishing with the ownership group, the development and implementation of sound business practices from a blend of private and public sector methods into the framework. The General Manager must be able to motivate staff and professionals with a range of expertise. The General Manager will be involved in the development and execution of strategic direction to support the ownership group's corporate goals and objectives and foster working relationships with key clients and partners. The General Manager will ensure processes and activities align with the mission and vision of the organization, while meeting the ownership group's expectations.

Relying on business and political acumen, the General Manager's initiatives are effectively designed, delivered, and maintained. The General Manager ensures clear goals and objectives are appropriately communicated with all staff and contractors and that they are effectively delivered and executed to the satisfaction of the ownership group.

KEY ROLES & RESPONSIBILITIES

- Manage all phases of the business to provide excellent customer service and satisfaction while obtaining an acceptable financial return for all services.
- Ensure appropriate human resource strategies are in place to meet the organization's objectives.
- Ensure that staff and contractors have the appropriate direction and motivation to achieve the desired outcome for their respective positions within the organization.
- Support the upgrading and development of IT systems and be able to work and guide various IT vendors effectively.
- Ensure that each employee has a job description and is fully aware of what is expected from them. Identify when it is appropriate to hire contractors vs bringing on full-time employees.
- Recommend salary/wage levels of staff in line with group guidelines.
- Maintain contact with key customer accounts.

- Assist with other management functions as determined by the ownership group.
- Prepare and submit budgets, business plans and forecasts for approval. Implement approved programs, continually monitor actual against budgeted performance, and adjust to market conditions as necessary. This includes both short term and long-range objectives.
- Work as a contributing team member, establish good relations within the company, with an emphasis on morale and teamwork attitude and carry out the position in a professional manner.

THE PERSON

QUALIFICATIONS & EDUCATION REQUIREMENTS

The ideal candidate will have relevant academic preparation, preferably with bachelor credentials in business administration, finance or accounting. They will have demonstrated experience in leading a group of staff, and ideally will have managed contractors. They will be comfortable having full P/L accountability for an operation and reporting into an ownership group or board of directors (advisors). It is strongly preferred the candidate has good experience working with or within the legal profession. The individual will have a strong comfort level working with various IT systems and be able to leverage these tools to enhance our service offerings. The candidate will have a track record of success meeting and exceeding financial targets and achieving business growth. Having experience working in the sectors which Serv-It serves and operates would be seen as a strong asset.

KNOWLEDGE, SKILLS & ATTRIBUTES

Strategic Leadership – Ability to look at the “big picture” while still attending to details; proven success in strategic thinking and planning; ability to translate operational priorities into action and lead change; able to coach direct reports; a credible leader; leads by example.

Adaptability – Ability to adjust to changing environment, schedules, and priorities accordingly.

Communication Skills – Open and straightforward style with all audiences and an ability to effectively communicate with all stakeholders; candid and respectful with everyone; possesses strong written and verbal communication skills and presentation abilities.

Team Player/Teamwork – Demonstrated success leading a team; talks openly with others; establishes expectations; holds self and others accountable; supports group decisions; shares credit; builds enthusiasm for goals; resolves conflict appropriately; works collaboratively.

Relationship Building – Ability to develop and maintain positive and productive relationships and partnerships with organizations and individuals both internal and external to the organization.

Problem Solving & Judgment – Ability to assess options and implications to identify problems and solutions. Ability to make decisions and provide direction on complex and emerging issues that may have political, community, or administrative implications.

Impact and Influence – Ability to establish credibility, respect, and builds strong working relationships with employees, contractors, clients/partners, and the ownership group. Works in a collaborative and solutions-focused manner to achieve outcomes that align best with the needs of the organization.

COMPENSATION

A competitive compensation package will be provided including an attractive base salary and excellent benefits. Further details will be discussed in a personal interview.

FOR INFORMATION PLEASE CONTACT

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