



## GENERAL MANAGER (“GM”) JOB DESCRIPTION

### JOB TITLE

General Manager

### SUMMARY DESCRIPTION

The General Manager (GM) is responsible for the day-to-day operations of Keisho Center and providing a safe and productive educational environment for students, teachers, staff, and families. The GM collaborates with all Keisho Center stakeholders to provide enriching Japanese heritage language and culture classes, activities, and events throughout the school year. The GM is the supervisor of Education Team members and point-of-contact between teachers/TAs and the Board of Directors. The GM is a compensated Officer of the Corporation and is invited to participate in board meetings, but is not a Board Director and thus not a voting member of the board. The GM reports to the Keisho Center Board of Directors.

### DUTIES AND RESPONSIBILITIES

#### Daily / Weekly

- **Communication**
  - Actively communicate and coordinate with and among families, Core Group, Education Team, and Board of Directors about Center topics.
  - Monitor Keisho Center email and respond to / forward all correspondence.
  - With Communication Director: write in English; circulate for comments; translate; and send the school-wide email notices to Keisho Center families.
  - Act as main point-of-contact with Norwood School; communicate with Norwood staff about Keisho Center’s needs and/or changes in routine.
  - Work with Family Responsibilities Coordinator(s) to send reminder emails to parents that have library, common room, and hallway duties.
  - Charge and bring Center phone; respond to voicemails/texts.
  - Create posts on Center’s Facebook, Twitter, and LinkedIn accounts about Keisho Center activities.
  - Communicate with the President and Curriculum Coordinator about inclement weather and make determination of emergency closing/early dismissals.
- **Logistics**
  - Collaborate with Curriculum Coordinator to make sure all classes are covered and subs are arranged.
  - Collaborate with Admissions Assistant to schedule tours.



- Monitor SignUp Genius to make sure all Family Responsibilities are filled; work with Family Responsibilities Coordinator(s) to fill empty slots.
- Confirm that classroom, storage, and outside doors are open.
- Help set up Common Room and library.
- Unlock file cabinet in library (storage for hard copies of important docs).
- Monitor and approve expense reimbursements for teachers and Core members.
- **Support**
  - With Curriculum Coordinator:
    - ◇ Make sure teachers have necessary resources for instruction (e.g. laptops).
    - ◇ Proactively monitor student behavior and intervene/mediate if conflicts arise.
    - ◇ Assist/coach teachers on instruction if needed.

### Monthly

- **Planning**
  - Facilitate Core Group meeting to plan and coordinate Keicho activities.
  - Write and circulate draft Core meeting agenda; upload finished Core meeting Minutes in Dropbox.
  - Support committee chairs to facilitate event planning meetings (undoukai, potlucks, mochitsuki, Sakura Matsuri performance, shuji team, etc.).
  - Participate in monthly Education Team meetings.
- **Coordination**
  - Coordinate with:
    - ◇ Treasurer to keep track of budget, make sure expenses are reasonable and not duplicative.
    - ◇ Registrar to maintain accurate email lists.
    - ◇ Webmaster to update [website](#), [Family Account page](#), and [Admin page](#).
    - ◇ Core members to buy coffee/tea/first aid supplies for Common Room.
    - ◇ Curriculum Coordinator and Core members to bring/drop off materials to/from the [storage unit](#) at 5223 River Rd., Bethesda 20816; maintain storage inventory doc.

### Ongoing

- **Conduct Events**
  - Collaborate with all Keicho Center community members to conduct annual whole-school events (undoukai, holiday and spring potlucks, mochitsuki, setsubun, Sakura Matsuri, etc.)
- **Policy development**
  - Collaborate with Board Directors to develop long-term policies and priorities.
  - Schedule 2-3 board meetings per year (use Doodle to find the best time for board meetings).
  - Write and circulate draft Board meeting agenda; work with Board Secretary to upload finished Board meeting Minutes in Dropbox.



- Attend Board meetings.
- With Treasurer and President, develop annual budget (May/June).
- **Procedures development**
  - Collaborate with Core Group and Education Team to develop and monitor effective procedures.
- **Staff recruitment**
  - Recruit, interview, and arrange demo lessons for prospective teachers; use social networks (e.g. LinkedIn) to find candidates.
  - Recruit and interview prospective teacher assistants.
  - Make requisition requests and hiring recommendations to the Board.
- **Onboarding new staff**
  - Coordinate payroll and employment verification docs with Treasurer.
  - Coordinate with Curriculum Coordinator to assign mentors/instructional coaches for new teachers.
  - Confirm that contracts and Codes of Ethics are signed.
  - Communicate with new hires about:
    - ◇ Contracts (signed)
    - ◇ Code of Ethics (signed)
    - ◇ Policies tab on homepage, esp. Board and Core structure (formerly Keisho handbook).
    - ◇ Dates and work hours
    - ◇ Communication protocols
    - ◇ Grievance procedure
    - ◇ CPR certification
    - ◇ Substitutes
    - ◇ Visitor policy
    - ◇ Reimbursement form
- **Documentation**
  - Create/update/edit documents including:
    - ◇ Policies tab on homepage
    - ◇ Job postings
    - ◇ Job descriptions
    - ◇ Brochures
    - ◇ Guest waiver of liability
    - ◇ Name tags for board, core, paid staff, and volunteers
    - ◇ Others as needed
  - Store hard copies in library file cabinet and scan/save on DropBox:
    - ◇ Signed teacher and staff contracts
    - ◇ Signed code of ethics (all paid staff and Board members)
    - ◇ Signed conflict of interest forms (for those involved in finances only: Board Directors, Treasurer, GM, signatories to bank accounts)
    - ◇ Facility use agreements
    - ◇ Insurance docs (for Norwood and Sakura Matsuri stage)
    - ◇ Signed guest waivers of liability



- **Monitoring students**
  - Monitor student behavior and students with special needs.
  - Proactively work with the Education Team to identify special needs, including behavior issues, and ways to accommodate in the classroom.
  - Communicate with parents about student issues as needed.
- **Outreach**
  - Establish and maintain contacts with other groups and individuals in the Japanese, Japanese-American, and heritage language communities.
  - Pursue opportunities to enrich Keisho Center's program:
    - ◇ Invite and arrange visits of guest speakers and performers
    - ◇ Write thank you letters to guests and donors
    - ◇ Seek new outreach opportunities (e.g. concerts, booths, etc.)
- **Fundraising**
  - Research and apply for relevant foundation grants.
- **Feedback**
  - Conduct online surveys to solicit comments and suggestions:
    - ◇ After Keisho Center events as needed to improve logistics; share responses with Core Group.
    - ◇ Once annually about learning activities to improve instruction; share with Core Group and Board (redact identifying information) (May/June)
- **Special projects**
  - Work with Keisho Center stakeholders to research, plan, and propose innovative projects (e.g. virtual classrooms, new software and hardware, new activities).

### Yearly

- **Interviews**
  - Collaborate with Curriculum Coordinator to conduct interviews of prospective families (August)
- **Registration**
  - Collaborate with Registrar to confirm all waivers are signed on Family Account page (September).
- **Contact Information**
  - Collect up-to-date Board, Core, and staff contact information (September).
  - Maintain and share via Google up-to-date Keisho Center Contact List.
- **Early Registration and Tuition**
  - Collaborate with Treasurer to confirm early registration (May) and tuition payment (September).
- **Lease**
  - Negotiate and sign lease with Norwood facilities manager (April).
- **Insurance**
  - Review policy, brief board, approve payment by accountant (March); submit claims as needed.



- **Contracts**
  - Write paid staff sign contracts (August and as needed during the school year).
- **Feedback**
  - Conduct a conference with each staff member to solicit suggestions for continuous improvement (May/June).
  - Conduct exit interviews with employees to understand reasons for leaving.
- **Drills**
  - Hold one fire drill and one lockdown drill per year.
- **Budget**
  - Work with President and Treasurer to develop annual budget (February).
  - Update Pay Schedule on Google (April).
- **Calendar**
  - Develop initial Center calendar; scan local school calendars for holidays and confirm with Norwood about any conflicts (February).
  - Create calendar for student red folders (February)
  - Revise and print red folder calendar for each student (August)
- **Board letter**
  - Write, circulate, edit, translate annual letter from the board (April/May).
- **Strategic Planning**
  - Collaborate with Keisho Center community members to create, review, and revise vision, mission, and strategic plan (July/August).

## QUALIFICATIONS

1. Excellent communication skills in English.
2. Working proficiency in Japanese.
3. 3-5 years experience working with children and youth groups in an education setting.
4. 1-2 years leadership experience in an educational and/or nonprofit organization preferred.
5. BA or MA degree in appropriate subject preferred.

## TERMS OF EMPLOYMENT

**School year:** The GM is expected to be present at Keisho Center during all on-site and off-site activities throughout the school year and to meet several other times per year (student interviews in August, job interviews during the summer, one teacher meeting per month after class). The GM should be available by email 12 months of the year.

**Compensation:** See current year pay scale

**Hours:** 8:30 a.m. - 1:00 p.m. each Saturday



**Washington Japanese Heritage Center (Keisho Center)**

ワシントン日本語継承センター

[keisho.org](http://keisho.org) / [facebook.com/keishocenter](https://facebook.com/keishocenter) / [info@keisho.org](mailto:info@keisho.org)

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