



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 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 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 Keisho topics.
 - Monitor Keisho email and respond to / forward all correspondence.
 - Draft, circulate for comments, and coordinate the sending of school-wide email notices to Keisho families.
 - Act as main point-of-contact with Norwood School; communicate with Norwood staff about Keisho’s needs and/or changes in routine.
 - Charge and bring Keisho phone; respond to voicemails/texts.
 - Create posts on Keisho Facebook and Twitter accounts about Keisho activities.
 - Communicate with Chairman 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 with student emergency information binder.
- Monitor and approve expense reimbursements for teachers and Core members.
- **Support**
 - Make sure teachers have necessary resources for instruction (e.g. laptops).
 - 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 Keisho activities.
 - Support committee chairs to facilitate event planning meetings (undokai, potlucks, mochitsuki, Sakura Matsuri performance, etc.).
 - Participate in monthly Education Team meetings.
- **Coordination**
 - Coordinate with:
 - ◇ Bookkeeper to keep track of budget, make sure expenses are reasonable and not duplicative.
 - ◇ Registrar to maintain accurate email lists.
 - ◇ Webmaster to update Keisho website and Keisho Family Account 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 on River Rd.; maintain storage inventory doc.

Ongoing

- **Conduct Events**
 - Collaborate with all Keisho stakeholders to conduct annual whole-school events (undoukai, mochitsuki, setsubun, Sakura Matsuri, etc.)
- **Policy development**
 - Collaborate with Board Directors to develop long-term Keisho policies and priorities.
 - Schedule 2-3 board meetings per year (use Doodle to find the best time for board meetings).
 - Vote on annual budget (May/June).
- **Procedures development**
 - Collaborate with Core Group and Education Team to develop and monitor effective Keisho 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**



- Conduct background checks of new hires.
- Coordinate payroll and employment verification docs with President.
- Confirm that contracts and Codes of Ethics are signed.
- Communicate with new hires about:
 - ✧ Contracts (signed)
 - ✧ Code of Ethics (signed)
 - ✧ Keicho staff handbook (esp. Board and Core structure)
 - ✧ Dates and work hours
 - ✧ Communication protocols
 - ✧ Grievance procedure
 - ✧ CPR certification
 - ✧ Substitutes
 - ✧ Visitor policy
 - ✧ Reimbursement form
- **Documentation**
 - Create/update/edit documents including:
 - ✧ Keicho Handbooks
 - ✧ 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 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 (Board members only)
 - ✧ 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.
 - Work with Education Team to identify special needs, including behavior issues, and ways to accommodate in the classroom.
 - Communicate with parents about student issues.
- **Outreach**
 - Establish and maintain contacts with other groups and individuals in the Japanese, Japanese-American, and heritage language communities.
 - Pursue opportunities to enrich Keicho'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 each Keisho event to improve logistics; share responses with Core Group
 - ◇ Twice annually about learning activities to improve instruction; share with Core Group and Board (redact identifying information)
- **Special projects**
 - Work with Keisho stakeholders to research, plan, and propose innovative projects (e.g. virtual classrooms, new software and hardware, new activities).

Yearly

- **Registration**
 - Collaborate with Registrar to confirm all waivers are signed on Family Account page (September).
- **Early Registration and Tuition**
 - Collaborate with Bookkeeper 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**
 - Develop and have all 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).
- **Drills**
 - Hold one fire drill and one lockdown drill per year.
- **Budget**
 - Work with Chairman and Treasurer to develop annual budget (February).
- **Calendar**
 - Develop initial Keisho calendar; scan local school calendars for holidays and confirm with Norwood about any conflicts (February).
- **Board letter**
 - Write, circulate, edit, translate annual letter from the board.
- **Strategic Planning**
 - Collaborate with Keisho stakeholders to create, review, and revise Keisho's 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 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: \$30 per hour

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