

Inter-Cooperative Council General Manager Job Description

GENERAL JOB DESCRIPTION:

The General Manager is the chief administrative officer of the ICC, a member owned cooperative housing organization providing member-run housing for 550 people, primarily college students, in 19 houses near the University of Michigan campus in Ann Arbor.

The General Manager is responsible for overseeing the operational, financial and legal affairs of the corporation. S/he is responsible for overseeing the management and maintenance of ICC assets. S/he is responsible for the hiring and supervision of, and administering benefits for, all other ICC staff, and provides leadership to assist staff in functioning as a team. S/he provides leadership in maintaining a productive, cost-effective, safe and legal workplace. S/he guides and advises the Board of Directors and its committees. S/he reports to the ICC Board of Directors.

SPECIFIC DUTIES

1. Organizational Management

Governance Administration

1. Administer the affairs of the corporation in accordance with organizational policies.
2. Ensure the maintenance of official records, by-laws, and standing rules according to Board action.
3. Attend Board and Coordinating Committee meetings, disseminating information between governance bodies and staff, and reporting on workplace operations, finances, planning, and other matters as necessary.
4. Proactively provide information, history, continuity, support and guidance to all governance bodies and members, in conjunction with the staff team.
5. Advise the Board when legal counsel is needed and coordinate legal resources for the ICC.

Planning Administration

1. Provide leadership and vision to the organization by assisting the Board and staff with the development of long range and annual plans, and with the evaluation and reporting of progress on plans.
2. Research and write discussion papers, analysis documents and proposals as needed to assist the organization in determining and meeting its long and short term goals.
3. Oversee preparation of an Annual Report summarizing progress on short and long range plans.

External Relations Administration

1. Oversee relations with the City, the University, neighborhood associations, and other cooperative organizations.
2. Appoint staff member to represent ICC on the NASCO Development Services (CCDC) Board.
3. Ensure representation at conferences and keep the Board, staff, and members informed of co-op and other relevant issues and activities.

2. Member Services Management

1. Oversee contracting services and member records retention.
2. Ensure provision of information and guidance to house officers.
3. Oversee the provision of outreach and marketing services to keep houses fully occupied.
4. Ensure provision of education and training programs to ICC leadership, house officers and members.

5. Provide vision and oversight of efforts to increase and support diversity and inclusion at all levels of the ICC.
6. Provide vision and oversight for the technology needs of the organization.
7. Oversee the development of alumni programs and services.

3. Property Management

1. Oversee ongoing, short range and long range property management to ensure the viability, continuity and growth of ICC assets.
2. Work with Board and staff to ensure full occupancy of ICC houses.

4. Financial Management

1. Provide vision regarding overall financial health of the ICC.
2. Provide vision and leadership in long-range fiscal planning to ensure the continuity and solvency of the ICC.
3. Provide recommendations regarding effective utilization of long and short term debt, including refinancing and purchasing/sales.
4. Provide recommendations regarding investments and cash strategies.
5. Oversee preparation of annual budget, regular variance statements and annual audit.
6. Oversee fundraising efforts.

5. Workplace Management

Staff Administration

1. Develop annual plan for staffing the ICC workplace.
2. Hire, supervise, evaluate and, if necessary dismiss staff members as specified in the Standing Rules and the Uniform Working Conditions Contract (UWCC).
3. Oversee workplace operations, including holding staff meetings and retreats, and working with staff to maintain and improve effectiveness and efficiency.
4. Ensure that all staff members receive appropriate training to perform their jobs effectively.
5. Revise staff job descriptions when necessary to increase efficiency and achievement of the organization's goals, with input from staff and other appropriate resources.
6. Oversee administration of staff benefits.
7. Oversee the maintenance of personnel and other administrative records.

Workplace Administration

1. Administer the affairs of the workplace in accordance with ICC policies and contracts, and all applicable laws.
2. Promote effective communication on all levels of the organization.
3. Ensure that the functions and needs of the workplace are understood by the leadership of the ICC.
4. Act as arbitrator/mediator in work and personnel/personal disputes.



General Manager Evaluation Form
Winter 2009



Coordinating Committee, ICC staff, and ICC Board members are required and interested members at large are invited to complete an evaluation of the ICC General Manager (GM). Please return this form to Rebecca Wolf--in hard copy to the ICC office, via email to rwolf@umich.edu, or by anonymous online submission at <http://www.icc.coop/live/forms> --by **March 8th, 2009.**

- This evaluation is anonymous and confidential.
- Only evaluate in those areas for which you have information. **You do not have to fill in every section.**
- Please evaluate honestly and constructively.
- The ICC's expectations of the General Manager are outlined in the GM job description; much of this form assumes you are familiar with it.
- Some notes about constructive criticism:

Destructive Criticism	Constructive Criticism
Attacks the whole person	Focuses on a specific behavior
Refers mainly to past behavior	Focuses on the future—next time
Labels—implies that a person is not going to change	Assumes problem behaviors can be corrected and changed
Threatens—leads to less of all kinds of behavior in the future	Gives specific information—hows and whys
Has punitive intent	Communicates helpful information

Your position (Member, Board, CoCo, Staff, or Other): _____

1. What is your opinion of the direction in which the ICC is heading?

Excellent Acceptable Needs improvement Don't know

Positive aspects:

Aspects you would change:

2. Have you had individual interaction(s) (in person, via email, or by phone) with the GM? If so, how was(were) the interaction(s)?

Excellent Acceptable Needs improvement No contact w/GM

Strengths:

Recommendations for improvement:

3. How effective is the General Manager's work with the Board, committees, and teams? This includes guidance, participation, preparation, reporting, and recordkeeping for the Board, committees, and teams, as well as relationships to those groups.

Excellent Acceptable Needs improvement Don't know

Strengths:

Recommendations for improvement:

4. How well does the General Manager oversee the office and supervise the work of staff? You may include in this part of the evaluation how effectively the staff team as a whole is serving ICC members.

Excellently Acceptably Needs improvement Don't know

Strengths:

Recommendations for improvement:

5. How well is the General Manager overseeing property management and long-range properties planning? This includes house maintenance, house purchases and sales, and advice to the Board on property management issues.

Excellently Acceptably Needs improvement Don't know

Strengths:

Recommendations for improvement:

6. How well is the GM overseeing management of the ICC's finances?

Excellently Acceptably Needs improvement Don't know

Strengths:

Recommendations for improvement:

7. How well is the GM managing ICC legal, recordkeeping and administrative matters?

Excellently Acceptably Needs improvement Don't know

Strengths:

Recommendations for improvement:

8. How are the GM's relations with the local community, the University community, the co-op movement, and ICC alumni?

Excellent Acceptable Needs improvement Don't know

Strengths:

Recommendations for improvement:

9. How effectively is the GM guiding the ICC's plans? This specifically includes long-range and annual planning and the Annual Report. This may also include **the GM's leadership and vision for the ICC as a whole.**

Excellently Acceptably Needs improvement Don't know

Strengths:

Recommendations for improvement:

10. Education, Training and Development

- a. (GM only) What trainings, conferences, or professional development opportunities have you participated in over the past year?
- b. (all) Do you have any suggestions for additional training for the GM?

11. Additional observations, recommendations for improvement, or comments?
(Feel free to use this space for continuations of earlier responses.)

