***Position Profile***



**DISTRICT GENERAL MANAGER**

*Our client ,firstonsite Restoration (www.firstonsite.ca) is the largest independent restoration company in Canada. They provide unsurpassed emergency response, restoration and reconstruction services to the insurance industry, residential and commercial customers. With coast to coast coverage and 24/7 emergency service, they offer a wide range of services that remediate conditions caused by fires, floods, winds, mould, environmental hazards, accidents and other causalities at any type of facility. With more than 25 office locations across the country, their national coverage ensures a diverse knowledge base with information sharing and expansive expertise. From their state of the art equipment to their certified team of experts, they are dedicated to providing a level of excellence and satisfaction that is unrivaled in the industry. We have been retained by firstonsite restoration to identify a District General Manager to join the Southern Ontario Region Management team. Southern Ontario has grown through acquisition and organic growth with 17 offices located between Ottawa and Windsor.*

**Position priorities:**

*Strategy & Business Planning*

* As a member of the Regional Leadership Team, the District Manager contributes to and actively supports the development of the strategic direction for the region
* Align district operations and organizational structure with firstonsite’s strategy, vision and market realities
* Assess competitive activities and emerging market trends, anticipating potential implications to the district
* Identify and investigate new opportunities to further local market penetration and support sustainable business growth
* Contribute to the development of national strategic priorities
* Allocate authority, capital and resources in accordance with strategic priorities within the district

*Operational Leadership*

* Provide strategic oversight and manage all aspects of the P&L for the district (i.e., business planning, budgets, cash flow)
  + - ensure operational standards are followed across the district
    - ensure adherence to key controls, risk management processes and performance standards
    - contribute to the development of regional organizational structures
* Lead human resource and change management requirements for the district, ensuring effective communication and implementation of practices
* Leverage internal resources to maximize efficiencies in addressing issues (hiring, training, IT, etc.)
* Contribute to building the national brand by enabling consistent service delivery, standards and practices across the district
* Drive growth through the development of local marketing plans and promote a sales culture.

*Stakeholder Management*

* Work closely with marketing, business developers and project managers to cultivate and manage key customer relationships
* Maintain a visible profile and enhance awareness of firstonsite across the district
* Strengthen alignment and seek opportunities to collaborate with other districts and District Managers

*People Leadership & Development*

* Communicate the strategic direction and build alignment for firstonsite’s priorities, creating relevance to local efforts
* Provide clarity on collective and individual expectations to drive the business and deliver results
* Identify succession and talent management issues and work with the Regional Leadership team to implement sustainable solutions
* Proactively assist in the identification and recruitment of leaders for the district and region
* Ensure training needs and requirements are met for key roles within the district
* Provide visible development and recognition support (i.e., coaching, mentoring) across the district
* Proactively address performance concerns to minimize impact on productivity and morale

**Key attributes and skills:**

*Strategy & Business Acumen*

* Communicates firstonsite strategies and priorities and translates them into actionable operating plans
* Develops support and enthusiasm for firstonsite’s goals across diverse stakeholder groups
* Incorporates financial, operational, customer and team factors into decision-making

*Results Focus*

* Persistent in priority execution; typically leads from a distance but will play an active, hands-on role if required
* Effectively manages top and bottom line performance
* Adaptable; confidently leads through uncertainty and transition
* Accepts ownership for individual and collective acts

*Presence & Influence*

* Easily establishes credibility and trust with a wide range of stakeholders
* Demonstrates a thorough understanding of key service offerings and customer concerns at a local level
* Self-confident and openly discusses ideas and issues
* Confident influencer and skilled negotiator

*People Development*

* Develops and motivates teams and individuals to achieve superior levels of performance
* Does not back down from challenging conversations or tough decisions; is seen as fair and impartial
* Links individual and team contributions to overarching strategies and objectives
* Inspires a sense of urgency and a desire for service excellence
* Lets others learn while ensuring national standards and customer expectations are achieved

*Communication & Decision Making*

* Delivers convincing and meaningful messages that leave a positive impact
* Uses direct (face-to-face, phone) and indirect (email) forms of communication openly and effectively
* Articulates priorities and expectations in an open, honest and compelling manner
* Makes timely decisions
* Balances intuition with analysis

**Experience, Knowledge Required:**

* Minimum 7 years leadership experience with a Post-Secondary degree/diploma, preferably in business
* Proven understanding of financial systems, statements and processes
* Experience in the restoration, insurance, or construction industries
* Ability to lead and influence in multi-site operations
* Proven track record of implementing and evaluating business and operational plans
* Demonstrated ability to develop talent
* Comfortable managing high profile relationships

**Points of interest:**

* The District General Manager (DGM) will eventually have responsibility for Toronto East., Mississauga, St. Catherine's, Hamilton, Kitchener, Guelph, Orangeville, and Brantford, with approximately 150 employees in total, and approximately 12 direct reports, as the company continues to undergo an organizational restructuring
* The DGM will report directly to the COO of the Southern Ontario region
* The DGM will help create a strategic plan for firstonsite resulting in the firm being the #1 provider in Canada
* The DGM will participate in a strong management team including finance, operations, business development and Human Resources
* The DGM will have full P&L responsibility (sales and EBITDA)

**Compensation:**

* Competitive base salary and benefits
* Management bonus program
* Vehicle provided

**Location:** Mississauga or Hamilton

#### *Please contact Mr. Gord Brandt, Feldman Daxon Partners*

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