



Status: Exempt

Reports To: Chief Administrative Officer

Location: Leduc, Alberta

JOB SUMMARY

The General Manager (GM) is responsible for managing the day-to-day business and coordination centre operations at Wildfire Defence Systems Canada (WDS Canada) and will report to the Chief Administrative Officer (CAO). The GM will be responsible for the daily operational tasks related to WDS Canada and interactions with client and/or vendor visits. The GM will be responsible for planning, coordinating and implementing projects within the desired budget, timeline and scope, effectively monitoring and presenting project updates to relevant stakeholders, clients or project team members. The position requires constant collaboration with internal teams, both within WDS Canada and Wildfire Defense Systems (WDS) personnel. The ideal candidate maintains a positive attitude and professional manner and able to work in a fast-paced working environment.

DUTIES AND RESPONSIBILITIES

The duties and responsibilities of this position are generally described as shown below:

I. General Management Duties

Overseeing daily operations of the business and coordination centre. Developing and implementing strategies to maximize profits and productivity. Creating and managing financial metrics and reporting to stakeholders. Hiring, training, and evaluating employees and ensuring that company policies are followed by all employees. Obtains profit contribution by managing staff and establishing and accomplishing business objectives. Perform outreach activities with federal, provincial, and municipal officials as needed. Work with WDS People Operations to support recruitment, hiring, and training.

II. Office Manager

Overseeing general office operation and supply goods. Greeting visitors, clients, and vendors. Coordinating meetings for visiting staff. Maintain office supplies inventory and ensure the office operates smoothly. Develop office policies and procedures and ensure they are implemented properly. Provide support to WDS Technology team for IT infrastructure maintenance as requested.

III. Internal Communications

Effectively collaborate with internal business units and stakeholders across all WDS companies. Receive and understand internal reporting from other departments. Analyze, document and present data to support key operational performance metrics. Actively participate in and manage various weekly meetings.

IV. Special Projects

Develop comprehensive project plans, including scope, objectives, timeline and budget. Define project vision and direction, demonstrating ownership over success. Consistently analyze current state for process improvement. Implement solutions through effective coordination between departments and divisions within the company.

V. Project Management Support

Provide support to the WDS project managers as requested. Coordinate visits with clients, assist with preparing deliverables (e.g., wildfire response summary), and provide routine updates on the WDS Canada business operations. Work with the CAO and WDS project managers and other senior staff to improve efficiency and performance of operations.



VI. Field Operations Readiness

Ensure Field Operations personnel, resources, equipment, and supplies are mission-ready for dispatch to wildfire incidents. Develop key performance goals and manage performance of staff.

SUPERVISORY RESPONSIBILITIES

- I. This position supervises other managers and personnel in WDS Canada.

JOB REQUIREMENTS

I. Required Qualifications

- Education: Bachelor's degree in business, marketing or other related disciplines.
- Minimum 8-10 years of experience in a managerial role within a professional product or service industry.
 - High level of personal responsibility, accountability, and analytical aptitude.
 - Interpersonal skills to meet and communicate effectively (both written and verbal) with executive leadership, managers, and employees.
- Experience managing multiple projects, stakeholders, and operational oversight.

II. Preferred Experiences

- Master's in business administration, Civil or Environmental Engineering, or similar discipline.
- 15+-years of proven success and experience with private sector large-scale operations or emergency response management with progressively increasing responsibility as a client manager, general manager, project director or higher.
- High degree of ownership and accountability over projects.
- Project Management Professional (PMP) certification.
- Five (5) years of client relations and/or customer service experience.

III. Knowledge, Abilities & Personality Characteristics

- ANALYTICAL SKILLS: The ability to observe, evaluate, summarize, and apply meaningful data in the problem-solving process. The level of logical reasoning necessary to connect required actions to desired outcomes. The ability to forecast events based upon current situations. Demonstrated skill in generating alternative solutions to problems.
- BUDGET DEVELOPMENT AND CONTROL: The ability to project, develop, and meet budgets, in accordance with company financial guidelines and controls.
- COMMUNICATION: The ability to effectively converse and listen to others concerning company matters. The use of proper written and grammatical skills, and the meaningful application of computer technology [e- mail, Internet, etc.].
- CONFIDENTIALITY: The ability to preserve sensitive and important information or data. Confidential information is not revealed outside of the company.
- INITIATIVE: The ability to perform job responsibilities independently and responsibly. The ability to proactively complete tasks, solve problems, improve processes, enhance products, and/or extend services within assigned range of authority.



- **ORGANIZATIONAL RELATIONS:** Collaboratively works with other internal departments, agencies, and/or outside organizations. The level of response to customer requests, both internally and externally. Anticipation and control of obstacles.
- **PROBLEM SOLVING:** The ability to predict, recognize, and define problems. Skill in generating, selecting, and implementing timely and meaningful solutions.
- **PROJECT MANAGEMENT:** The ability to understand prescribed project guidelines, oversee design and development, manage stakeholders, and deliver quality results.

IV. Physical Requirements

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift 15-lbs.
- Must be able to work in a general office environment, with typical office noise and lighting conditions.

EMPLOYEE BENEFITS

- Comprehensive Benefits Package Including Health Care, Dental, Vision, Life Insurance, Accidental Death & Dismemberment Insurance, Short-Term and Long-Term Disability
- Telemedicine
- Employee Assistance Program
- Paid Time Off
- 9-Paid Company Holidays

This job description should not be construed as an exhaustive statement of duties, responsibilities or requirements, but a general description of the job. Nothing contained herein restricts WDS Canada rights to assign or reassign duties and responsibilities to this job at any time.

Wildfire Defence Systems Canada Inc. provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type on the basis of race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by The Canadian Human Rights Act, federal, provincial, or local laws. We encourage applications from members of underrepresented communities, including Indigenous Peoples, persons with disabilities, and visible minorities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training. Applicants with disabilities can request accessible formats, communication supports, or other accessibility assistance by contacting peopleoperations@wildfire-defense.com.

Employee:

Print: _____

Date: _____

Signature: _____

Supervisor:



General Manager, Wildfire Defence Systems Canada

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Effective Date: 5/20/2025

Print: _____

Date: _____

Signature: _____

Department Head or Executive:

Print: _____

Date: _____

Signature: _____

Employee's Initials: _____