

## Position Title: Road Team Manager

**Reports to:** Director of Programs

**Division:** Think Day Motivational Presentations

**Direct Reports:** Road Team Members, Other Road Team Managers, School Liaison(s)

### Nature and Scope of Position:

Responsible to oversee a Road Team and all it's functions listed below. Travel throughout Canada with a team of 8-10 people, facilitating professional motivational presentations to highschools.

Key Result Area	Major Responsibilities	Key Performance Indicators
Facilitate a positive and successful team experience	<ul style="list-style-type: none"> <li>• Mentoring and encouraging individual team members</li> <li>• Caring for the physical and emotional health and overall tour experience of team members.</li> <li>• Quickly and efficiently dealing with and resolving (and NOT participating in) conflict or personal issues and asking for help when needed</li> <li>• Ensure strong team unity and morale</li> <li>• Plan regular team-building outings / exercises</li> </ul>	<ul style="list-style-type: none"> <li>• Retention of bands and team members</li> <li>• Number of positive evaluations from students, volunteers and bands</li> </ul>
Facilitate positive and successful experience between schools and your team	<ul style="list-style-type: none"> <li>• Building personal relationship, and creating positive customer experience with school contact person and school staff</li> <li>• Training and encouraging team members to be engaging and congenial towards students and teachers</li> <li>• Ensure strong promotion of Absolute programs such as Hero Holiday and School of Leadership</li> <li>• Ensure smooth and efficient setup and teardown of equipment, building personal relationship, and creating positive customer experience with school contact person and school staff</li> </ul>	<ul style="list-style-type: none"> <li>• Number of positive reference letters from Schools</li> <li>• Number of Hero Holiday Leads (for public and private trips)</li> </ul>
Ensure an effective and powerful school presentation	<ul style="list-style-type: none"> <li>• Work with other team leaders and supervisors to create new "Motivational Experience" each year or semester</li> <li>• Create and continually refine your own engaging personal motivational speeches</li> <li>• Be the main speaker for the show when needed</li> <li>• Continually review and refine every element of the presentation</li> <li>• Train and encourage team members in their speaking and presentation skills</li> <li>• Ensure and oversee that all technical and equipment requirements, needs, and repairs are in order</li> <li>• Be in continual communication with supervisors towards improving show quality and student response</li> </ul>	<ul style="list-style-type: none"> <li>• Number of very to extremely positive school show reports</li> <li>• Number of repeat bookings</li> <li>• Increase in demographic website hits</li> </ul>

Tour Management	<ul style="list-style-type: none"> <li>• Ensure that team is properly fed</li> <li>• Ensure punctual and safe travel and touring</li> <li>• Oversee basic safety and maintenance of your bus (circle checks, checking oil, tire pressure, etc), reporting any concerns</li> <li>• Managing team expenses: Detailed and precise recording keeping of receipts and spending on the road</li> <li>• Follow proper reporting mechanisms for data (show reports, incident reports, Hugs project, Hero Holiday email list, etc., etc.)</li> <li>• Lead management: ensure that information about business "leads" (potential customers) is promptly forwarded</li> <li>• Arrange with supervisors for repair of equipment or vehicle between tours</li> <li>• Arrange billets for team before leaving on tour and knowing as far ahead as possible where team will be staying</li> </ul>	<ul style="list-style-type: none"> <li>• Number of positive evaluations from students, volunteers and bands</li> <li>• Increase records for potential billets in sales force</li> <li>• Accurate record keeping and facilitation of tour within estimated budget</li> <li>• Low number of 'mishaps' with vehicle and equipment</li> </ul>
Other Responsibilities	<ul style="list-style-type: none"> <li>• Be a dedicated and enthusiastic member of the Program Team when no shows or not touring</li> <li>• Be an active participant in all Absolute's Program areas as they are interconnected on so many levels.</li> </ul>	<ul style="list-style-type: none"> <li>• Initiative and interest shown in all areas of organization</li> </ul>

<b>Competencies and Requirement for Position</b>	N/A	Basic	Int.	Adv.
<b>Personal Skills:</b>				
Ability to think and learn independently and enjoy challenges				X
Desire to travel				X
Have a philanthropic world-view instead of self-centered world-view; desire to use your life to help others less fortunate				X
Good sense of humour			X	
<b>Strong and mature interpersonal skills:</b>				
Ability to genuinely care and listen.				X
Very positive thinking and speaking. Negativity from leaders will destroy team morale				X
<b>Dynamic public skills:</b>				
Comfortable in front of large crowds and ability to speak with passion, and tell an engaging story				X
Ability to "cast vision" and promote and represent Absolute's vision effectively				X
<b>Team Leading Skills:</b>				
Take responsibility and assertively (not aggressively) take charge in tough situations, versus giving up or "turtling"				X
Ability to resolve conflict and remain objective and rational				X
Lead by encouraging and positive reinforcement				X
Ability to effectively lead School of Leadership students, volunteers and bands towards the common goal				X
<b>Technical Skills:</b>				
Basic knowledge of Audio and Visual Equipment an asset			X	
Problem solving skills				X

Above average computer skills an asset			X	
<b>Driving Skills:</b>				
Any professional driving experience an asset			X	
Ability to safely operate a large passenger van / bus			X	
Clean driving record			X	