ISLAMIC SOCIETY OF MARKHAM

GM Job Description

The General Manager (GM) serves as the chief Operations & HR leader of the Islamic Society of Markham (ISM) and is responsible for the overall management, administration, and performance of the organization. The GM executes the strategic direction established by the Board, oversees daily operations, manages staff and volunteers, ensures financial and regulatory compliance, and delivers high-quality services to the community. The GM acts as the primary link between the Board, staff, committees, volunteers, contractors, and community stakeholders while upholding ISM's mission, vision, and values.

Qualifications

- Bachelor's degree in Business Administration, Nonprofit Management, Public Administration or a related field from a Canadian University.
- Minimum 7 years of diverse Canadian leadership and management experience.
- Demonstrated experience in financial management, human resources, and operations
- Strong leadership, communication, organizational, and stakeholder management skills.
- Experience in nonprofit, charitable, educational, or faith-based organizations is considered an asset.
- Knowledge of Islamic community organizations and mosque operations is strongly preferred.

Key Responsibilities

1. **Leadership & Governance**
    a. Execute Board-approved strategic priorities, goals, and policies.
    b. Provide operational leadership across all departments, programs, and services.
    c. Attend and participate in Board and committee meetings.
    d. Implement approved organizational policies, procedures, and standard operating practices.
    e. Monitor organizational performance and provide regular reports and recommendations to the Board.
    f. Ensure effective risk management and regulatory compliance.
2. **Community Relations & Communications**
    a. Serve as the primary operational point of contact for community members.
    b. Address community concerns, feedback, and service issues in a timely and professional manner.
    c. Oversee all communications, including website content, social media, newsletters, flyers, email campaigns, and community outreach initiatives.
    d. Foster positive relationships with members, donors, partners, government agencies, and community organizations.

3. **Educational Programs**
    a. Implement and oversee educational programs and initiatives developed by the Education Committee.
    b. Support the Education Committee Chair in recruiting qualified teaching staff including the Principals.
    c. Supervise and develop the performance of education staff and volunteers.
    d. Ensure student, parent, and community needs are understood and addressed.
    e. Monitor educational outcomes, program quality, and continuous improvement efforts.
    f. Act as the frontline recipient and solver of complaints & feedback.
4. **Financial Management**
    a. Develop and manage annual operating budgets.
    b. Oversee revenue collection, expenses, cash flow, and financial controls.
    c. Review financial performance and provide regular analysis and reporting to the Board.
    d. Support annual audits and ensure accountability for organizational resources.
    e. Oversee fundraising activities and third-party fundraising verification.
5. **Human Resources**
    a. Lead all aspects of human capital management, including recruitment, onboarding, performance management, employee relations, and workforce planning.
    b. Maintain job descriptions and organizational structure.
    c. Ensure accurate payroll administration.
    d. Administer disciplinary and corrective actions when required.
    e. Ensure compliance with employment legislation, workplace health and safety, and HR policies.
    f. Lead all operational employees & contractors including those that support committees like the Food Services, Funeral, New Muslim Care, Education Committees … etc.
6. **Operations & Facilities Management**
    a. Oversee the day-to-day operation of all ISM facilities and services.
        i. Perform high level supervision of all activities related to cleaning & facility management in support of the Operations Supervisor/Manager.
    b. Help the Operations Supervisor to manage maintenance, repairs, contractor relationships, and service agreements.
    c. Ensure facilities remain safe, clean, secure, and fully operational.
    d. Oversee inventory, equipment, storage areas, and facility utilization.
7. **Information Technology & Security**
    a. Ensure proper management of all IT systems, infrastructure and vendors,.
        i. Ensure cybersecurity, data protection, business continuity, and physical security measures are maintained.
    b. Enforce IT and security policies and procedures.
8. **Funeral Services**

a. Oversee all funeral service operations and supervise the Funeral Coordinator.
b. Ensure compliance with Bereavement Authority of Ontario (BAO) requirements and applicable regulations.
c. Supervise the management of funeral facilities, equipment, supplies, vehicles, licenses, and service delivery.
d. Ensure compassionate and professional support is provided to families.

9. Religious Services Support

a. Coordinate scheduling and operational support for Imams and Muadhins.
b. Ensure logistical support for daily prayers, Jumu'ah, Ramadan, Eid, and special religious programs.
c. Facilitate effective communication between religious leadership and operational teams as well as the Board of Directors.

10. Community Programs & Recreation

a. Support the development and enhancement of community services and programs.
b. Oversee gym and recreation operations, including bookings, staffing, revenue management, safety practices, and operating procedures.
c. Promote member engagement and service excellence across all ISM offerings.

11. Capital Projects

a. Lead the planning and execution of capital projects in collaboration with the Capital Projects Committee.
b. Manage project budgets, schedules, consultants, contractors, and reporting.
c. Ensure projects are delivered in accordance with approved objectives, timelines, and budgets.

Application deadline and process

All interested and qualified candidates need to submit their Cover Letter & Resume by Sunday, December 6th, 2026 11:00 PM. Applications should be forwarded by email only to Careers@MarkhamMasjid.ca. Please note that proxy applications and any other way of applying will be disqualified.

The successful candidate will be asked to provide references as well as a Vulnerable Sector Police Report as a condition of hiring.