

Position Vacancy

## Full-Time General Manager

The Employees' Welfare Association (EWA) of the U.S. Embassy in Tokyo, Japan is seeking a qualified individual for the position of full-time General Manager, located at the U.S. Embassy Housing Compound in Akasaka Ward, Tokyo.

**OPEN TO:** All Qualified Candidates  
**POSITION:** Full-Time General Manager  
**OPENING DATE:** January 10, 2023  
**CLOSING DATE:** February 10, 2023  
**WORK HOURS:** 40 hours per week  
**SALARY:** 540,000 yen/month plus benefits

**PLEASE NOTE:**

1. Only candidates selected for an interview will be contacted.
2. This position is not a U.S. Federal Government position.
3. U.S. citizens/green card holders fall under U.S. IRS requirements.
4. The EWA will not sponsor work visas in Japan. Candidates must have a residency or work permit that allows sufficient work privilege.

**BASIC FUNCTIONS OF POSITION:**

The Employees' Welfare Association (EWA) at the U.S. Embassy in Tokyo, Japan is an unincorporated non-appropriated fund entity, formed to provide non-government goods, services, and facilities primarily for the benefit of U.S. government employees and their families assigned overseas. As such, EWA is not an instrumentality of the U.S. Government, except for specific circumstances. EWA is chartered by the U.S. Department of State through the Assistant Secretary for Administration and overseen by the Office of Commissary and Recreation Affairs (CR). The operations and activities of the EWA are governed by its own charter and bylaws, as well as the appropriate segments of the Foreign Affairs Manual (6 FAM 500) and policies set forth by the Office of Commissary and Recreation Affairs.

EWA is managed by a Board of Directors elected by the membership from direct hire employees of the U.S. government and their families. The General Manager assists the Board is responsible for the day-to-day running and financial health of the association.

The General Manager is responsible for all operational and personnel issues for the association and supervises a team of six full-time employees and serves as second-line supervisor for 11+ other employees. The General Manager oversees operation of a preschool, a duty-free commissary, a fleet that provides school bus services and charter services, a cafeteria at the Embassy, concessions, and recreational classes. The General Manager prepares regular operational and financial reports for the Board, attends Board meetings, and otherwise keeps the Board well informed of all association issues.

## **QUALIFICATIONS REQUIRED:**

1. Education: Completion of 4-year U.S. university degree equivalent required.
2. Prior Work Experience: Minimum two years proven experience managing people and demonstrated ability to run a small business profitably.
3. Language Proficiency: Fluency in English required. Fluency or ability to communicate in Japanese preferred.
4. Knowledge/skills: Demonstrated experience and ability to run a small business profitably and to be able to expand goods and services as warranted. Experience managing people, projects, assets, and budgets is essential. Good interpersonal skills and fluency in English is required, and fluency in Japanese is preferred.

## **DUTIES AND RESPONSIBILITIES:**

(Specific duties include, but are not limited to):

- Responsibility for strategic oversight of and day-to-day implementation of all operational and personnel systems and issues for the association. Responsibility for oversight of finances and consulting closely with the Board to vote on issues impacting the association's financials.
- Liaising productively with the Board of Directors, working with any Board-appointed committees, furthering the plans and goals of the association, and implementing policies and operating procedures of the Board of Directors.
- Administering association general business, forecasting association fiscal, personnel needs, budgeting for operations, and interfacing with the membership.
- Attending meetings of the Board of Directors and offering professional opinions on matters under discussion, making suggestions or recommendations for changes in the Board's policy within her/his scope of operations.
- Ensuring compliance with Commissary and Recreational Affairs procedures in accordance with 6 FAM 500.
- Hiring personnel, making work assignments, reviewing the hiring selections of the EWA cost-center managers, and making corrective personnel actions, in accordance with all applicable guidelines and regulations.
- Delegating authority to the EWA section managers, sharing effective management techniques, and making the necessary personnel or task changes for the successful and efficient operation of the association.
- Resolving EWA interdepartmental disputes, implementing the policies concerning employer-employee relations, and elevating concerns to the Board of Directors as needed.
- Writing association standard operating procedures or best practices, preparing manuals, planning work schedules and defining rules, regulations, and day-to-day policies for the association at large.
- Overseeing the finances of the association and initiating the methods and procedures that will result in the desired financial position of the Board of Directors in collaboration with the cost center managers. Directing the preparation and submission of financial plans for Board approval for capital and operating budgets; forecasting human resource financial needs, capital improvements and asset needs. Ensures that the independent audit is scheduled within the timeframe and procedures set forth by the Office of Commissary and Recreation Affairs.

- Maintaining the standards and quality of services, facilities, and employee/customer relations to include the resolution of customer complaints.
- Assists the Board of Directors in the resolution of legal matters.
- Maintaining a partnership with the Community Liaison Office (CLO) that benefits the membership community.
- Developing and maintaining sound internal control systems across EWA to deter employee and customer theft.
- Directing an annual inventory of non-expendable equipment and supplies at least annually and ensures the completion of an annual physical inventory of store inventory.
- Liaising with the Embassy Health Unit to schedule periodic food safety inspections of food service areas.
- Overseeing all third-party contracts; maintaining current agreements with all vendors.
- Oversees the preparation of employee payroll.
- Insures proper documentation and action for personnel tax filing requirements, and the association's compliance with U.S. tax procedures.
- Oversees conversion of Japanese Yen and US Dollar voucher sales entries and oversees the preparation of bank deposits for both USD and Yen on a weekly basis
- Oversees the preparation of invoices for services rendered by the EWA. (Membership Dues).
- Maintains and updates payment charts for EWA.
- Oversees enrollment and cancelation of memberships and programs, and maintenance of internal databases.
- Responsible for all administrative documentation and data such as employee contracts, personal information, Vendor/Supplier contracts and its specific information, activities (Recreational classes) control and its contracts.
- Oversees cost center management of EWA/Allied Telesis internet service programs.
- Oversees cost center management and arrange activities for the community such as recreational classes and a variety of events.
- Oversees cost center management on reservation processes for the various services and recreational classes offered by EWA and collection of its fees.
- Oversees the reservations process for of EWA controlled facilities.
- Oversees EWA programs registration and cancellation, and troubleshooting systems with customers, vendors, and contractors.
- Is responsible for communication, written/verbal, with EWA members, staff, and community.
- Is responsible for the maintenance of computer, hard file ledgers and records covering all administrative information.
- Other responsibilities and functions as required.

**SELECTION CRITERIA:**

1. All qualified candidates that meet the minimum EWA standards and position requirements that possess a residency permit in Japan are encouraged to apply.
2. All qualified Japanese citizens that meet the minimum EWA standards and position requirements are encouraged to apply.

3. A successful background investigation and Health Certification will be required prior to employment.
4. All successful candidates must complete required GM training courses as available through the State Department's Office of Commissary and Recreation.

**TO APPLY:**

Interested applicants for this position must submit the following or the application will not be considered:

1. A current resume or curriculum vitae.
2. University diploma or equivalent.
3. Proof of residency/work permit in Japan.
4. Proof of additional qualifications and training.
5. A minimum of two professional references and one personal reference.

**SUBMIT APPLICATIONS TO:**

Mail:

U.S. Embassy Tokyo  
EWA Administrative Operations Manager  
2-1-1 Roppongi, Minato-ku  
Tokyo, 106-0032

or

E-Mail: [EWAManagerTokyo@gmail.com](mailto:EWAManagerTokyo@gmail.com)