



## **POSITION DESCRIPTION**

**General Manager**

**Date Prepared:** September 2026

### **Position Description and Specifications**

|                                        |                               |
|----------------------------------------|-------------------------------|
| <b>Position title:</b> General Manager |                               |
| <b>Reports to:</b> Managing Director   | <b>Location:</b> Christchurch |

### **Nature and Scope**

Gaming Machine Distributors Limited (GMD) is the licensed IGT (International Game Technology) dealer for the South Island and Central North Island, providing sales, service and support for the full range of IGT gaming machines, jackpot link systems and ancillary equipment. GMD's client base includes Chartered Clubs, Sports Clubs, Hotels and Taverns, and it works closely with the Charitable Trusts that own and operate gaming machines on their behalf.

GMD's Head Office, along with all management, accounting and administration functions, is based in Christchurch, alongside workshop, assembly, spare parts and showroom facilities. The company also operates satellite offices and field-based sales and service teams across the wider South Island and Central North Island. A team of approximately 35, with its own vehicle fleet, services 283 clubs and hotels from Nelson, Christchurch, Timaru, Dunedin, Alexandra, Invercargill and the West Coast in the south, through to Napier, Hastings, Palmerston North, Whanganui and Gisborne in the Central North Island.

### **Position Objective**

The General Manager is responsible for the day-to-day sales leadership and operational performance of GMD, ensuring the business sustains its position as the dominant gaming machine dealer and service provider across the South Island and Central North Island. Reporting to the Managing Director, the role holds accountability for sales growth, service delivery, team performance, compliance and cost control across both regional markets.

A key focus of the role is the leadership of a widely dispersed, multi-site sales and service team, balancing the strength of the global IGT brand with a genuinely local, relationship-led approach to clubs, hotels and taverns. The General Manager is expected to sustain growth momentum and market share as the business continues to scale, while keeping response times and service standards consistently high across both islands.

### **Key Responsibilities and Expected Deliverables**

| <b>Key Responsibilities</b>            | <b>Expected Results</b>                                                                                                                                                                                                                                                                                                      |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1 Sales and Market Share Growth</b> | <ul style="list-style-type: none"><li>• Lead the sales team across both regional markets to achieve agreed sales targets and grow market share</li><li>• Balance the strength of the global IGT brand with a genuinely local, relationship-led approach to clubs, hotels and taverns, and the Charitable Societies</li></ul> |

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| Key Responsibilities                                | Expected Results                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                     | <ul style="list-style-type: none"> <li>• Oversee the sales pipeline, quoting, site conversion and the introduction of new IGT products and jackpot link systems</li> <li>• Ensure proposals are commercially sound for GMD and deliver clear value for clients and the Charitable Societies they work with</li> <li>• Protect and grow the existing base of clubs and hotels, while identifying new site and product opportunities</li> <li>• Maintain a strong working knowledge of the IGT product range and the wider gaming machine market</li> </ul>                                                                                                                                                                                                                                                                                                                                                      |
| <b>2 Commercial Leadership</b>                      | <ul style="list-style-type: none"> <li>• Work with the Managing Director to set and deliver GMD's business plan and growth strategy across the South Island and Central North Island</li> <li>• Hold day-to-day accountability for revenue, margin and operating cost performance across both regional markets</li> <li>• Prepare annual sales, service and operating budgets and forecasts, and report monthly on performance against them in conjunction with the finance and administration manager</li> <li>• Identify and pursue opportunities to grow gaming machine sales, jackpot link systems, ancillary equipment and service revenue</li> <li>• Monitor market conditions, competitor activity and regulatory change, adjusting plans and priorities accordingly</li> <li>• Sustain growth momentum as the business continues to scale, ensuring structure, systems and people keep pace</li> </ul> |
| <b>3 Service Delivery and Field Operations</b>      | <ul style="list-style-type: none"> <li>• Oversee the service and technical teams to maintain high service standards and agreed response times across both islands</li> <li>• Ensure field-based technicians are effectively scheduled, resourced and supported from Christchurch and the satellite locations</li> <li>• Monitor service performance measures, including response times, first-time fix rates and machine uptime</li> <li>• Oversee the workshop, assembly, spare parts and showroom functions, ensuring parts availability supports field requirements</li> <li>• Drive continuous improvement in service processes, systems and field reporting</li> </ul>                                                                                                                                                                                                                                    |
| <b>4 Leadership of a Dispersed, Multi-site Team</b> | <ul style="list-style-type: none"> <li>• Lead, motivate and develop a team of approximately 35 across the South Island and Central North Island</li> <li>• Build capable site and team leaders, delegating clearly while retaining accountability for results</li> <li>• Set clear expectations, priorities and performance standards, and manage performance consistently across all sites</li> <li>• Maintain regular visibility across both regional markets through a structured travel and site visit programme</li> <li>• Oversee recruitment, induction, training and technical certification, including EWRB registrations for technical staff</li> </ul>                                                                                                                                                                                                                                              |

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| Key Responsibilities                            | Expected Results                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                 | <ul style="list-style-type: none"> <li>Foster a 'one team' culture that connects a widely dispersed workforce to shared standards and values</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>5 Client and Stakeholder Relationships</b>   | <ul style="list-style-type: none"> <li>Hold senior-level relationships with key chartered clubs, sports clubs, hotels, taverns and Charitable Societies</li> <li>Act as GMD's senior point of escalation for client issues, ensuring prompt and commercially sound resolution</li> <li>Maintain a strong, productive working relationship with IGT as part of the IGT Dealer Network</li> <li>Represent GMD with regulatory bodies, including the Department of Internal Affairs, and relevant industry groups</li> <li>Attend industry events and client functions to strengthen GMD's profile and local presence in both regions</li> <li>Ensure client feedback is captured and used to improve sales and service delivery</li> </ul>                                                      |
| <b>6 Compliance, Risk and Health and Safety</b> | <ul style="list-style-type: none"> <li>Ensure GMD operates in full compliance with the Gambling Act 2003, associated regulations and technical standards for gaming equipment</li> <li>Maintain the licences, approvals and records required to operate as a licensed IGT dealer</li> <li>Lead health and safety across workshop, field and vehicle operations, including hazard management, incident reporting and investigation</li> <li>Ensure electrical and technical work is carried out only by appropriately registered and competent staff</li> <li>Identify and manage operational, commercial and reputational risk, escalating to the Managing Director where required</li> <li>Ensure compliance obligations are understood and consistently applied across all sites</li> </ul> |
| <b>7 Operational and Financial Discipline</b>   | <ul style="list-style-type: none"> <li>Work closely with the Finance and Administration Manager on budgets, reporting, stock and cashflow</li> <li>Monitor pricing, margins, service contract profitability and cost control across both regions</li> <li>Support capital investment decisions, including machine purchases, fleet and facilities, with clear commercial rationale</li> <li>Ensure operational systems and reporting provide accurate, timely information for decision-making</li> <li>Ensure premises, fleet and field equipment are well maintained, presentable and fit for purpose</li> </ul>                                                                                                                                                                             |
| <b>8 Other Duties</b>                           | <ul style="list-style-type: none"> <li>Deputise for the Managing Director as required</li> <li>Undertake other duties as reasonably required by the Managing Director from time to time</li> <li>Carry out all duties in a timely, accurate and professional manner</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

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### Relationships

#### Internal:

- Managing Director
- Sales team – South Island and Central North Island
- Service and technical teams (field, workshop and assembly)
- Finance and Administration Manager
- Administration and spare parts staff

#### External:

- Chartered Clubs, Sports Clubs, Hotels and Taverns
- Charitable Societies that own and operate gaming machines
- IGT and the wider IGT Dealer Network
- Department of Internal Affairs and other regulatory bodies
- Suppliers, contractors and service providers
- Industry associations and networks

### Limitation of Authority

As agreed with the Managing Director.

### Person Specification

#### Essential Experience and Capability

- **Multi-site field service leadership:** a proven track record in a comparable multi-site sales and field service business
- **Dispersed team leadership:** experience leading regional teams across multiple sites and managing performance at a distance
- **Sales and market share growth:** demonstrated success growing sales and service revenue in a competitive market
- **Senior relationship management:** confident, senior-level relationship management, including with regulatory bodies and Charitable Societies
- **Commercial mindset:** comfortable growing market share and margin while operating within a compliance-driven industry
- **Operational discipline:** sound understanding of service scheduling, fleet, stock and workshop operations
- **People leadership:** ability to build capable leaders, set clear standards and hold a dispersed team to account

#### Desirable Attributes

- Experience in the gaming, hospitality, amusement or vending sectors, or another technically regulated industry
- Ideally familiarity with the Gambling Act 2003 and the operating environment of Charitable Societies
- Experience operating within a dealer or distributor network for a global equipment brand

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- Experience leading technically qualified staff
- Relevant tertiary qualification in business, management or a technical discipline

### Personal Attributes

- Hands-on and pragmatic, comfortable operating strategically and in the detail
- Credible and personable, able to build trust quickly with club committees, publicans and societies
- Resilient and self-motivated, with the willingness to travel regularly across both regional markets
- Clear, direct communicator who is comfortable holding people to account
- High standards of integrity and discretion in a regulated industry
- Solutions-focused, with a continuous improvement mindset

### Agreement

This Position Description describes the essential responsibilities and qualifications of the position described. It is not an exhaustive statement of all the duties, responsibilities, or qualifications of the job.

I confirm that I have read this Position Description and understand the essential functions of the position, Key Responsibilities and the Expected Deliverables.

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**Employee Name**

Position Title

Signature

Date

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**Manager's Name**

Position Title

Signature

Date