



## UNITED SPORTS

### Job Description

<b>Job Title</b>	Operations Manager
<b>Department</b>	Administration
<b>Location</b>	Downingtown, PA
<b>Reports to</b>	General Manager

Level	Type of position:	Travel	Amount Required:
	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Seasonal <input type="checkbox"/> Temporary		<input type="checkbox"/> None <input checked="" type="checkbox"/> Minimal <input type="checkbox"/> 25%-50% <input type="checkbox"/> 50% or more
Grade	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-exempt		

#### JOB DESCRIPTION

Responsible for facility and program oversight, including but not limited to opening and closing of the facility, closely monitoring facility regularly to identify any safety concerns, overall staff management during shifts, preparing & changing field set-ups for various groups/sports, ensuring proper guest service and experience, enforcement of facility goals and objectives, and communication with all United Sports management.

**\*\*This job is primarily scheduled on nights & weekends\*\***

#### RESPONSIBILITIES

- Ensure a high-level experience for customers by providing quality customer service, while also making certain that the facility is ready for customer arrival
- Lead by example and enforce rules accordingly
- Maintain professionalism at all times
- Able to work cooperatively with different departments of the company
- Oversee part-time staff and interns during shifts
- Knowledge of facility programs to include all leagues, camps, clinics, tournaments, etc.
- Provide quality guest service to customers
- Maintain and monitor equipment; report damage or problems to General Manager
- Knowledge in facility operations and ability to perform each aspect efficiently
- Ability to adapt based on various circumstances that can affect programming
- Work individually as well as part of a team
- Ability to understand, learn, and utilize various computer-based systems
- Ability to open and close facility, including but not limited to: Walk property and look for issues or concerns, check in and out radios, keys, money drawers, etc., count and verify money drawers and drops, open/close & lock doors accordingly, understand emergency operations and procedures for all accidents and incidents that would occur.
- Knowledge of all money handling procedures
- Ability to think quickly and rationally in emergency situations

- Manage multiple tasks and meet deadlines
- Communicate with United Sports managers and staff by phone, email, or in person
- Work weekends, holidays, and nights as scheduled
- Ability to be firm when enforcing facility rules
- Record all incidents encountered and complete form
- Make rounds during league play and programming to ensure facility safety
- Prepare and disseminate daily report, follow up with report items as needed
- Complete special projects and daily assignments as directed

## **Responsibilities**

- Requires good communication skills, both verbal and written
- Must be extremely professional in appearance, demeanor and communication
- Must have excellent customer relations skills and leadership capability
- Must be detail oriented with outstanding organizational skills
- Ability to prioritize
- Ability to work under pressure
- Ability to motivate part time employees
- Must be able to work in a group environment
- Must be able to work shifts to include, nights, weekends, and holidays as scheduled
- 4-year degree in a related field

### Physical Requirements

- Pushing/pulling/lifting 100+ pounds
- Ability to navigate around facility for long periods of time
- Ability to climb elevated areas to complete tasks (i.e. remote lift operation)
- Stand and walk for multiple hours at a time

### Preferred

- Previous management experience preferred
- Proficient in Word, Excel and Power Point
- Three to five years of management experience preferred