



Operations Director Rocky Top Sports World, Gatlinburg, Tennessee

Job Description

The Sports Facilities Advisory (SFA) (www.sportadvisory.com) is the leading resource for those seeking to plan, manage, and optimize sports, recreation, event and entertainment centers. SFA has been engaged to manage the day-to-day operations of Rocky Top Sports World (RTSW).

Rocky Top Sports World is opening June of 2014 in Gatlinburg, Tennessee, at the foothills of the Great Smoky Mountains. The world-class sports complex includes an 86,000 square foot indoor facility holding six (6) basketball or twelve (12) volleyball courts. The indoor facility will also host wrestling, gymnastics, and other indoor competitions. The facility also features seven (7) state-of-the-art outdoor fields for soccer, football, and lacrosse. Rocky Top Sports World is currently interviewing candidates for the full-time Operations Director Position. The Operations Director will report to the General Manager of RTSW. This exciting position is a full-time role with extraordinary future career opportunities.

Pre-Opening Responsibilities:

- Participates in planning/strategic meetings
- Leads overall development, promotion, and sale of facility programs
- Develops and enforces employee handbook including policies and procedures
- Leads facility program schedule development
- Develops operational schedule
- Leads the strategic alliance development process
- Develops operational Key Performance Indicator reports (KPI)
- Integrates necessary components of the KPI reports into facility management software
- Develops membership program structure
- Leads all forecasting exercises for the operation
- Evaluates facility & operational equipment
- Participates in the acquisition & training of staff
- Oversees all pre-grand opening events (hardhat tours, sneak peak events, etc.)
- Oversees all tasks related to grand opening events

Primary Responsibilities, Including But Not Limited To:

- Contributes to facility business plan execution
- Leads daily operations for facility to ensure control is exercised in expense management and facility maintenance
- Responsible for overall facility usage schedule, which provides oversight to program director in this area
- Creates and manages financial reporting structure
- Tracks and reports weekly expenses by program and event
- Oversees food and beverage program, including staff supervision, stock management, and reporting procedures
- Oversees facility maintenance team, including staff supervision, supply orders, and accountability structure
- Leads office/administration practices
 - Trains staff of office/administrative standard operating procedures
 - Manages internal signage/displays
 - Provides marketing/sales support
 - Oversees all IT systems

Desired Skills & Experience:

- A bachelor's degree in recreation, sports management or related field with 3-5 years extensive sports facilities management experience required
- Must have excellent interpersonal, problem solving and negotiating skills
- Must be a team player
- Must have excellent verbal and written communication skills
- Must have excellent computer skills, including QuickBooks, Excel, Word, etc.
- Must be able to work flexible schedules including weekends, nights, and holidays
- Must possess current CPR/FIRST AID certifications or must be willing to obtain them within a specified period of time
- Prior responsibility in daily P&L management and budget oversight
- Experience in tournament and event management required
- Experience in tournament and event creation required

The Sports Facilities Advisory

SFA is the industry's leading sports facility business and management firm. Our dedicated team of professionals includes sports complex design specialists, real estate development experts, sports business consultants, and recreation center professionals who have achieved tremendous success in opening and managing sport and recreation centers around the world. Our clients include private individuals, universities and educational institutions, parks and recreation departments, architect and engineering firms, and publically funded recreation centers. Our services range from strategic planning and feasibility studies, design and construction plan reviews, to sports facility management and turnaround marketing programs.

Additional Information

Interested candidates should submit a cover letter and resume detailing their relevant experience to careers@sportadvisory.com.

Salary Range: \$55,000 - \$65,000

Submission Deadline: December 27, 2013