

**Title: Operations Manager**

Russell Mill is searching for a highly organized individual with strong interpersonal skills to assist the General Manager in overall management of the Swim & Tennis Club. The Operations Manager will serve as a supervisor to staff including greeters and maintenance staff, ensuring proper safety and cleanliness of the club and that daily responsibilities of the staff are met. This position will collaborate with the General Manager and report into the Board of Directors.

**Responsibilities:**

- Supervision of all club staff during assigned shifts
- Ensure proper safety and cleanliness standards are maintained
- Interact with club members for various reasons including check ins, reservation of club facilities, event sign ups and addressing member concerns
- Perform administrative tasks such as filing, data entry, document creation, etc as coordinated with the General Manager
- Daily cash control procedures for guest fees and concession sales
- Assist with member communications including social media channels and member management system
- Responsible for concessions, ordering, pricing, daily reconciliations
- Collaborate with the GM in regards to scheduling and oversight of routine maintenance/repairs/upgrades
- Responsible for coordination of all landscaping work
- Contribute to midseason Employee Reviews and Exit Activities
- Assist General Manager with preseason and postseason activities, specifically opening and closing the club
- Other tasks as needed in collaboration with the General Manager and the Board of Directors.

**Qualifications:**

- 5+ years supervisory experience
- Must be able to work a varied schedule including evenings and weekends
- Excellent interpersonal skills
- Excellent organization skills, motivated, and detail oriented
- Strong written and oral communication skills
- Strong customer service skills
- Ability to multitask
- Experience managing cash or some general accounting skills
- Experience with MS word & excel
- First Aid and CPR certified (or willingness to become certified)

Approximately 30-40 hours per week during peak season (end of June – End of August)

Approximately 10-15 hours per week during pre and post season