



Sports Force Parks – General Manager



Job Description

Overview:

As a successful General Manager, you will oversee all tournaments, events programming and operations at Sports Force Parks on the Mississippi located in Vicksburg, MS. This position has strong emphasis in relationship building skills with youth coaches, community representatives and requires personal drive, determination, and hard work in a fun, fast-paced environment. Fostering a spirit of team work a General Manger will provide oversight and direction to the employees in the operating unit in accordance with the organization's policies and procedures. It is an incredible opportunity to grow within a world-class organization.

Required Skills Responsibilities

As a General Manager you will:

- Successfully coordinate all facets of operations for tournament, event and all other programming at Sports Force Parks on the Mississippi to create the best guest experience for players, coaches and families
- Recruit talent to build a world class team across all operational areas in the park
- Coach, mentor and develop staff, including overseeing new employee onboarding and providing career development planning and opportunities.
- Secure and nurture key relationships in the community to support operations and growth in the park
- Build relationships across the sports and events community to build strategic partnerships in order to build business at Sports Force Parks on the Mississippi
- Manage business relationships to support park and event sponsorship opportunities
- Serve as the Tournament Director for all programming when needed
- Schedule umpires, through assignors and organizational partnerships, schedule seasonal staff for all tournaments as needed, including payment and reconciliation
- Support the operations of the business including park opening and closing procedures, cash controls and all other functions in operating a customer service based environment
- Provide exceptional customer service to customers on-site throughout the duration of the tournament/event and offer support during other proگرامing events at the park
- Coordinate and guide the onsite SFP and maintenance staff to maximize efficiency in process
- Make business decisions that are financially responsible, accountable, justifiable, and defensible in accordance with organization policies and procedures.
- Review performance data that includes financial, sales, and activity reports and spreadsheets, to monitor and measure departmental productivity, goal achievement, and overall effectiveness.
- Support the organization in a sales and tournament building role during the season and offseason; including but not limited to:
 - Working effectively with sales staff to implement new programming year-to-year
 - Make sales calls, speak directly with coaches and organizations to fill tournament slots
 - Meeting with league representatives and coaches to fill tournament slots
 - Attending league meetings, events and conventions as a SFP representative
 - Building relationships with current and potential sports specific partners
 - Support/Sell in-park sponsorships
 - Coordinate Adaptive field programming
 - Manage the coordinators to support the Ambassador program

Education and Experience:

- Bachelor's Degree
- Ability to provide exceptional customer service skills; ability to adhere to Company's Service Standards
- Can exhibit progressive responsible experience
- Strong verbal and written communication skills – ability to communicate with staff and prepare written reports
- Strong time management and organizational skills; ability to direct the work activities of several associates simultaneously and plan ahead.
- Ability to handle multiple tasks simultaneously in fast-paced environment.

- Ability to work independently and as a team member
- Cash handling or check out experience is preferred but not required
- Ability to operate personal computer, including ability to effectively use scanning equipment and knowledge of Microsoft Word and Excel
- Willingness to work long hours and weekends seasonally as the business requires
- Ability to stand for long periods of time, including walking long distances throughout the park during assigned shift.
- May be asked to routinely lift items of weight up to 30 lbs. to accomplish job duties.
- Must be able to work well in a fast-paced environment in large, crowded areas of outdoor park.
- Routinely exposed to extreme hot/cold weather conditions

We Prefer:

- 3+ years of directing recreational sports, tournaments or coaching and providing exceptional customer service

Job Location: Vicksburg, MS

Position Type: Full-Time/Salaried