



## **Director of Operations – Belmont Hill Club, Inc.**

**Club Description:** Year-round private swim and racquet facility (400 +/- family memberships strong) located on Concord Avenue in Belmont, MA offering two swimming pools, a wading pool, fitness center and three indoor clay courts, four outdoor clay courts, three platform tennis courts and a summer snack bar along with a licensed day camp for up to 75-day campers, each summer for six weeks emphasizing tennis and swimming.

**Position Description:** a Director with initiative, accountable for all aspects of the Club's operations, finance, and member experience. Support and guide the work of all department heads. Develop and monitor the budget, quality of the Club's services and ensure member and guest satisfaction.

**Reports to:** Board of Directors

**Supervises:** Director of Racquet Development, Head of Maintenance, Aquatic & Fitness Department, Office Coordinator

### **Minimum Qualifications**

- Bachelor's degree in business or related field in Club Management
- 3-5 years of progressive experience in managing major business functions (e.g., operations, business development, finances, etc.)
- Knowledge of industry in sports and fitness a plus
- Management Skills: Involve staff in planning, decision-making, facilitation, and process improvement; be available to staff; provide regular performance feedback; and develop subordinates' skills and encourage growth.
- Communication: Speak clearly and persuasively in all situations, demonstrate group presentation skills, and conduct productive meetings
- Quality Management: Explore ways to improve and promote quality; demonstrate accuracy and thoroughness; and maintain compliance with legal and regulatory aspects
- Judgment: Display willingness to make decisions; exhibit sound and accurate judgment; and make timely decisions
- Planning and Organization: Prioritize and plan work activities; use time efficiently; and develop realistic action plans
- Safety and Security: Observe safety and security procedures, and proper use of equipment and materials

### **Job Responsibilities:**

- Management
  - Develop a management philosophy to guide all Club personnel toward optimal operating results, employee morale, challenging programs, clean facility and welcoming environment
  - Responsible for relationship with outsourced HR company including payroll/401k
  - Possess technical skills in using various software packages and typical Microsoft application
  - Develop/maintain operational budget
  - Reconcile bank accounts/taxes with Club's accounting firm and prepare associated financial reports
  - Meet with BOD monthly/Committees (House, Facilities, Racquet, Aquatic, Fitness, Social, Membership) as required
  - Assure Club is operational in accordance with all applicable local, state and federal laws and regulations, i.e., Belmont Board of Health
  - New member orientations

- **Facilities**

- Understand the Club's physical plant, tennis and paddle courts and pools and oversee the care and maintenance of these assets including landscaping and snow removal
- Coordinate/approve sub-contractor contracts/vendor leases
- Oversee risk management of Club to ensure adequate safety & security measures are in place to protect members, employees, and Club assets

**Physical Demands and Work Environment**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the functions.

While performing the duties of this position, the employee is regularly required to talk or listen. The employee frequently is required to use hands or fingers; handle or feel objects, tools, or controls. The employee is occasionally required to stand, walk, sit, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

**Employee Status:** Full-Time

**FLSA Status:** Exempt

**Contact:**

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