

***WE ARE LOOKING
FOR A NEW
DIRECTOR OF
OPERATIONS***

Paul Yanez has ably filled the Director of Operations role on an interim basis with strong support from his wife, Wendy, and a cast of others. As much as our BRC members, staff, and Board appreciate Paul's contributions, this is not a permanent solution. As such, we are beginning the search for a new Director of Operations. The two attached documents outline the responsibilities of the job and the characteristics we are seeking in the person who takes the role. The position provides a salary from \$40 to 50K depending upon experience plus medical insurance.

Interested persons should submit a resume with a cover letter to hr@brctennis.com before November 26. If you know someone you believe would be a good candidate, please forward this information to him / her. Thank you.

Jerry Matthews
10/24/18

DIRECTOR OF OPERATIONS CHARACTERISTICS

The successful candidate will (be):

Mature, professional, and of good character.

Friendly, outgoing, and able to relate to members across the spectrums of age, sex, and club involvement – in both positive and negative situations.

Discrete and able to handle confidential matters.

Able and willing to address difficult situations in a straightforward but diplomatic manner.

Have high standards for him/herself and others. Develop and work against specific goals.

Honest, objective, and fair in her/his interactions with others. Take responsibility for his/her own behavior.

A proactive and clear verbal and written communicator ... who also listens well.

An energetic self-starter who will follow direction but does not require it.

Take the initiative to solve problems and identify opportunities before they become problems.

Display a curiosity in how things work with the objective of making them better ... and has a vision for the club.

Possess the analytical (people, math, and technical) skills and creativity to find “permanent” solutions.

Will work hard, approach every situation with a “How can I help” attitude, have a bias for action, and consistently exhibit a sense of ownership.

A proven leader who uses resources well, be they employees or volunteer members. Recruit good people, give them strong direction and support, hold them accountable, show appreciation, and set a good personal example.

Possess solid computer and administrative skills.

An organized individual who pays attention to detail and can be counted on to follow up.

September 6, 2018

DIRECTOR OF OPERATIONS JOB RESPONSIBILITIES

The Director of Operations is responsible for the financial, facility, member, and employee health of the club. S/He must understand the details of the business, leverage available resources, employ a hands-on approach, identify problems and trends, develop corrective actions based on quality analysis, implement those actions in a decisive manner and timely manner, and measure their success. S/He has a duty to execute the direction provided by the Board of Directors but must also provide guidance to the Board based on his/her expertise and familiarity with the issues. The job scope requires one to:

Embrace and portray the club's mission and vision for success.

Administer and enforce BRC policies and procedures with members, guests, and staff.

Protect club assets by ensuring all clients and vendors provide proper documentation and insurance.

Provide sound fiscal management by building systems to ensure the proper and prompt payment of all bills and collection of fees, manage revenue and expenses to budgeted levels, consistently pursue ways to reduce waste, and understand the club's finances and ways to strengthen them.

Select and supervise competent and cost-effective vendors to maintain and improve club facilities.

Lead and or work with volunteer committees to complete club business.

Operate the Pro Shop retail business and ensure solid execution of the POS system to secure the club's share of court instruction revenues.

Grow the club with robust member recruitment and retention programs. Develop and operate an effective marketing strategy.

Collaborate with the Board, Director of Tennis, and Restaurant Manager to develop and coordinate an active calendar of social and sporting events to keep members engaged.

Maximize venue rental revenue / profit without sacrificing member satisfaction.

Oversee member communications by authoring or editing the newsletter, Email Blast, website, Facebook, and other forums.

Act as the interface with members of the community and external agencies.

Recruit, hire, and manage all employees with the exception of the on-court tennis staff.

Serve as the Face of the Club with 40 or more hours per week at the facility across all days and hours. Engage with members and participate in all major events.

Regularly present club results with insightful analysis and solid action recommendations to the Board of Directors.

Perform other duties as assigned by the Board of Directors.

September 18, 2018