ASSISTANT GENERAL MANAGER – OPERATIONS, Publix Sports Park

Sports Facilities Management, LLC

LOCATION: Panama City Beach, FL

DEPARTMENT: OPERATIONS

REPORTS TO: GENERAL MANAGER, PANAMA CITY BEACH SPORTS COMPLEX

STATUS: FULL-TIME (EXEMPT)

ABOUT THE COMPANY:

Publix Sports Park (PSP) is a premier sports, recreation and entertainment destination focused on improving the health and economic vitality of Panama City Beach, Florida. You will be joining a championship level team focused on fun, fulfillment and service built to enrich the community as well as your career and personal growth.

PSP is a managed by The Sports Facilities Companies (SFC), the nation's leading resource for managing and developing sports, recreation, wellness, and events facilities. We provide a highly collaborative and supportive culture that raises our team members to new levels of career growth. Together, we will carve a path in a hyper-growing industry where you will enjoy the journey and learn from the industry's best while having some fun.

SFC was awarded national recognition as a Top Workplace and is considered a workplace of choice. Our mission-focused company is highly entrepreneurial and team-oriented with a culture centered on collaboration, accountability, excellence, and service. We are growing rapidly and looking for high performers at every level to grow with us.

POSITION SUMMARY:

The Assistant General Manager - Operations (AGM-Ops) is responsible for the overall management of the complex. This position provides leadership, direction, training and development opportunities to the operational departments of the facility, including Guest Services, Food & Beverage, Maintenance, Human Resources and Finance. The AGM-Ops will work closely with the Assistant General Manager – Client Services (AGM-CS) to ensure a seamless experience for outside event owners, Visit Panama City Beach (PSP’s owner), members of the SFC leadership team and other stakeholders.

PRIMARY RESPONSIBILITIES WILL INCLUDE, BUT ARE NOT LIMITED TO THE FOLLOWING:

* Assists Complex General Manager in establishing realistic annual budgets, business plans, thresholds for costs of goods sold (COG) and other benchmarks that measure financial performance.
* Throughout the year, continually evaluate the performance of the operations of PSP to ensure key performance financial metrics are achieved. These metrics include, but are not limited to are: top-line revenues, COGs, operating expenses, hourly personnel costs and net profits.
* Continually evaluate park operations to enhance efficiency, recommend strategies to enhance the visitor experience and create new revenue opportunities.
* To be on site at events and take responsibility for the various aspects of managing personnel and production
* Build a good overall knowledge and understanding of the events in the company portfolio, their operational aims and their revenue streams
* Assist with daily operations to ensure quality control, expense management and safety.
* Protect organization's value by keeping information confidential
* Accomplish personnel objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling and disciplining employees; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; and enforcing policies and procedures
* Serve as Manager-On-Duty ("MOD") when on-site
* Participation in planning/strategic meetings
* Ensure events comply with safety regulations
* Responsible for Part-Time team schedule
* Give final operational approval for event set-up
* Various other duties as required

MINIMUM QUALIFICATIONS:

* 3-5 years' experience in recreation, sports management or events
* Proven experience in contract negotiations, event creation and planning
* Experience with understanding strategic partnerships between Convention & Visitors Bureau and sponsors
* Must have excellent interpersonal, problem solving and negotiating skills
* Must have excellent verbal and written communication skills
* Must have excellent computer skills, including Word, Excel, PowerPoint, etc.
* Must be able to work flexible schedules including weekends, nights and holidays
* Prior responsibility in P&L management and budget oversight
* Must be willing to obtain CPR certifications
* Well organized, efficient, flexible and able to meet deadlines
* Able to cope with many tasks at once and work to tight schedules

TRAVEL REQUIREMENTS:

* Minimal intermittent travel as needed

WORKING CONDITIONS AND PHYSICAL DEMANDS:

* Must be able to lift 50 pounds waist high
* May be required to sit or stand for extended periods of time in various conditions
* May be required to conduct venue tours to prospective clients
* Must be willing to work outdoors for an extended period of time
* Office environment has intermittent noise, normal in nature