



VIRGINIA BEACH FIELD HOUSE

Job Description

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| Job Title | Sports Manager |
| Department | Sport Management |
| Location | Virginia Beach, VA |
| Reports to | General Manager |
| Approved By | Eastern Sports Management |
| Approval Date | 07/15/2019 |

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|----------------|---|--------|--|
| Level | Type of position: | Travel | Amount Required: |
| | <input type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Seasonal <input type="checkbox"/> Temporary | | <input type="checkbox"/> None <input checked="" type="checkbox"/> Minimal <input type="checkbox"/> 25%-50% <input type="checkbox"/> 50% or more |
| Classification | <input checked="" type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt | | |

JOB DESCRIPTION

Responsible for league management including but not limited to scheduling, team formation, marketing and promotion of leagues and seasons as well as assisting in sponsored events.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Market to old and new guests
- Secure and prepare fields and courts necessary for programs and events
- Advises management and owner of optimum dates for events, taking into consideration experience of previous seasons
- Ensures that fields and playing surfaces are suitable for use by guests, notifying VBFH personnel to take appropriate action when needed
- Create and adjust league, tournament and event schedules
- Secure referees, trainers and other VBFH personnel for all events and programs
- Communicate with Finance Manager for vendor payments and schedules
- Lead by example and enforce rules accordingly
- Maintain professionalism at all times
- Able to work amiably within different departments of the company
- Oversee part-time staff during leagues and events
- Knowledge of facility operations to include all leagues, camps, clinics, tournaments etc. being offered
- Provide knowledgeable guest service to guests
- Work within the confines of a budget
- Maintain, repair, upgrade, and order equipment when necessary
- Knowledgeable in facility operations and ability to perform each aspect efficiently
- Recognize the target area and advise target area towards VBFH
- Correspond with prospective groups
- Awareness of the guests, community, trends, and facility offerings
- Ability to adapt to guest needs/desires

- Work individually in addition to a team environment
- Ability to understand, learn, and utilize various computer based AV systems
- Understand and carryout league policies and procedures
- Continue to update league play through market research
- Update website to remain current to leagues and facility needs/trends
- Ability to open/close facility on a daily basis
- Knowledge of proper money handling procedures and execution of said procedures
- Knowledge in multiple sports/interests for future expansions and developments of leagues
- Ability to think quickly and rationally in times of emergency to prevent further problems
- Manage multiple tasks at once as well as meet deadlines
- Inventory supplies and keep accurate records
- Communicate with VBFH affiliated guests by phone, e-mail and/or in person
- Work weekends, holidays, and nights when necessary
- Ability to be firm in league and company policies and procedures
- Record all incidents encountered
- Ensure all required paperwork is up-to-date
- Follow up with guests to learn how the product can be improved
- Complete special projects and daily assignments as directed by General Manager & Ownership

SUPERVISORY RESPONSIBILITIES

- This job has no direct supervisory responsibilities

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

- Analytical - Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.
- Continuous Learning - Assesses own strengths and weaknesses; seeks feedback to improve performance; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.
- Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.
- Use of Technology - Demonstrates required skills; adapts to new technologies; troubleshoots technological problems; uses technology to increase productivity; keeps technical skills up-to-date.
- Design - Generates creative solutions; demonstrates attention to detail.
- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Project Management - Completes projects on time and budget; manages project team activities.
- Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.
- Cooperation - Establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.
- Managing Customer Focus - Promotes customer focus; establishes customer service standards; provides training in customer service delivery; monitors customer satisfaction; develops new approaches to meeting customer needs.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.

- Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- Written Communication - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- Change Management - Develops workable implementation plans; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.
- Performance Coaching - Defines responsibilities and expectations; sets goals and objectives; gives performance feedback; motivates for increased results; recognizes contributions; encourages training and development.
- Team Leadership - Fosters team cooperation; defines team roles and responsibilities; supports group problem solving; ensures progress toward goals; acknowledges team accomplishments.
- Delegation - Delegates work assignments; matches the responsibility to the person; gives authority to work independently; sets expectations and monitors delegated activities; provides recognition for results.
- Leadership - Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.
- Managing People - Makes self available to staff; solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, products and services.; continually works to improve supervisory skills.
- Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
- Visionary Leadership - Displays passion and optimism; inspires respect and trust; mobilizes others to fulfill the vision; provides vision and inspiration to peers and subordinates.
- Business Acumen - Understands business implications of decisions; displays orientation to profitability; demonstrates knowledge of market and competition; aligns work with strategic goals.
- Conflict Resolution - Encourages open communications; confronts difficult situations; maintains objectivity; keeps emotions under control; uses negotiation skills to resolve conflicts.
- Focus - Ability to maintain attention in a high-volume, fast-paced environment.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Bachelor's degree from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

Language Skills: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills: To perform this job successfully, an individual should have knowledge of Virginia Beach Field House guest registration software, Timeclock software and Microsoft Office (Word, Excel, Outlook, etc.).

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

- While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear.

- The employee is occasionally required to stand; walk; climb or balance; stoop, kneel, crouch, or crawl and taste or smell.
- The employee must occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- While performing the duties of this Job, the employee is occasionally exposed to outside weather conditions.
- The noise level in the work environment is usually moderate to loud.

I, _____ (Employee's Name), hereby certify that I understand and agree to abide by the terms and conditions of my employment set forth in this VBFH Sports Manager Job Description.

Employee's Signature

Date

General Manager (Print Name)

General Manager's Signature

Date

Human Resources (Print Name)

Human Resources Signature

Date