

# The Winter Club of Lake Forest

## **Position:** Assistant Manager – Operations

The mission of The Winter Club is to provide recreational programs, staff & facilities that encourage the gathering of families, while maintaining a primary focus on the needs of children.

*"Where families' memories are made!"*

**Reports to:** General Manager

**Supervises:** Facilities Department, Rinks Departments, Pool & Lifeguards

### **Preferred Education and/or Experience:**

Associates or Bachelor's degree in Hospitality Management or Business Management

3 to 5 years in management/supervisory with multiple departments and experience in recruiting, training and scheduling of staff

### **Job Summary**

The Assistant Manager - Operations (AMO) is a combination of management and working supervisor position. Responsible for managing the following departments Facilities, Rinks, Pool. To ensure that staff and facilities are ready for members use. In managing these departments will be responsible for creating & managing to each of the department's budgets, staffing (recruiting, training, scheduling, performance reviews). Span of control is 12 to 25 staff members depending on season.

- Facilities Department - is responsible for all maintenance, landscaping and housekeeping of the Winter Club property and buildings.
- Rinks Department – is responsible for the setup and take down of our two outdoor ice rinks (full refrigeration system and in operation from mid-November to the late March), daily maintenance of the ice, rink guard staff and scorekeepers.
- Pool – is open from Memorial Day to Labor Day. Pool is an outdoor heated pool with diving well. Responsible for pool maintenance & chemicals (done in conjunction with the Facilities Department), lifeguard staff of approximately 20 guards and coordination of swim team needs with Swim Coach.

In addition, to direct duties the AMO is the senior manager in the absence of the GM. Will manage the Manager on Duty program which works in concert with department heads ensure that at least one senior manager is on property at all times.

### **Competencies and Expectations:**

- Strong interpersonal and organization skills
- Solid problem solving skills
- Mechanically minded
- Polished, profession appearance and presentation
- Build a team, train and retain strong employee teams
- Manage stress and time
- Project Management
- Effective communication skills – verbal and written
- Ability to perform during emergency situations
- Computer skills – ability to work with club management/payroll software, Excel, Power Point
- Basic accounting

### **Cover letter & resume should be directed to:**

Neil Smith, General Manager

[NSmith@TheWinterClub.com](mailto:NSmith@TheWinterClub.com)

Position is available immediately – please submit cover letter & resume by May 15, 2018