

GENERAL MANAGER

RTSW SFM, LLC-Rocky Top Sports World

LOCATION: Gatlinburg, Tennessee

DEPARTMENT: RTSW SFM, LLC

REPORTS TO: ACCOUNT EXECUTIVE

STATUS: FULL-TIME

FACILITY OVERVIEW:

RTSW SFM LLC ("RTSW") is accepting applications for the position of at Rocky Top Sports World located in Gatlinburg, TN.

RTSW SFM LLC ("RTSW") manages Rocky Top Sports World located in Gatlinburg, Tennessee, at the foothills of the Great Smoky Mountains. The world-class sports complex includes an 86,000- sq. ft. indoor facility holding six (6) basketball or 12 volleyball courts. The indoor facility hosts basketball, volleyball, wrestling, gymnastics, and other indoor competitions. The facility also features seven (7) state-of-the-art outdoor fields for soccer, football, lacrosse, and other outdoor competitions.

POSITION SUMMARY:

The General Manager is responsible for the financial and operating performance of RTSW SFM, LLC. The objectives for this position include:

1. Optimizing overall profitability
2. Creating a positive relationship with client and stakeholders
3. Creating a culture of accountability which supports the organizational values
4. Meeting or exceeding annual growth objectives
5. Facilitating interdepartmental collaboration
6. Employee retention and staff development
7. Development of employee and operating policies
8. Implementation of major business initiatives

9. Implementation of solutions and systems that support the seven areas above

PRIMARY RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO:

- Analyze operations to evaluate the performance of the company and its staff in order to meet objectives, and to determine areas of potential cost reduction, program improvement, or policy change
- Appoint department heads or managers and assign or delegate responsibilities to them
- Confer with ownership, Sports Facilities Management advisors & support team, and staff members to discuss issues, coordinate activities, and resolve problems
- Coordinate the development and implementation of budgetary control systems, recordkeeping systems, and other administrative control processes
- Direct and coordinate an organization's financial and budget activities in order to fund operations, maximize investments, and increase efficiency
- Direct human resources activities, including the approval of human resource plans and activities, the selection of directors and other high-level staff, and establishment and organization of major departments
- Direct, plan and implement policies, objectives, and activities of organizations or businesses in order to ensure continuing operations, maximize returns on investments, and increase productivity
- Implement corrective action plans to solve organizational or departmental problems
- Prepare and present reports concerning activities, expenses, budgets, government statutes and rulings, and other items affecting businesses or program services
- Represent the organization and promote its objectives at official functions, or delegate representatives to do so
- Serve as liaisons between organizations, shareholders, and outside organizations
- Administer programs for selection of any site location, potential construction needs, and provision of equipment and supplies
- Direct and coordinate activities of businesses or departments concerned with production, pricing, sales, and/or distribution of products
- Negotiate or approve contracts and agreements with suppliers, distributors, federal and state agencies, and other organizational entities

- Prepare budgets for approval, including those for funding and implementation of programs
- Review reports submitted by staff members in order to recommend approval or to suggest changes
- Schedule and monitor continued training seminar for staff on various operational, safety, and legal responsibilities
- Any additional duties assigned by the Account Executive

MINIMUM QUALIFICATIONS:

- Prior responsibility in daily P&L management and budget oversight responsibility of \$4MM or greater
- Proven experience in organizing, booking, and operating sports tournament and events; including but not limited to basketball tournaments, volleyball tournaments, cheerleading events, wrestling meets, and similar activities
- Experience working with convention & visitors bureau, regional sports commissions, and/or regional event management booking in a regional sports and/or convention center
- A minimum of 7 years of management experience
- Operational knowledge of risk management, kitchen, entertainment, and sports clubs, as well as parties, corporate events, teambuilding, and leadership development
- Sports programming and sports event operations expertise required
- Bachelor's degree in business management, sports management, marketing, hospitality, food and beverage, related field, or equivalent experience

TRAVEL REQUIREMENTS

- Minimal travel

WORKING CONDITIONS AND PHYSICAL DEMANDS

- Will be required to sit for extended periods of time operating a computer
- Office and facility have intermittent noise

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