



Job Title:	General Manager/Head of Hospitality	Job Category:	Facility Management/Customer Service
NC Fusion Division:	EAST	NC Fusion Contact:	Sarah Bridges
Location:	Bryan Park Soccer Complex	Travel Required:	None
Level/Salary Range	\$25,000-\$35,000 Full Benefits Package	Position Type:	Full-Time

Position Summary: Ensure that every visitor to Bryan Park Soccer Complex for NC Fusion has an exceptional experience by focusing on multiple touchpoints of the visitor experience.

PRIMARY ROLES and RESPONSIBILITIES

FACILITY MANAGER

*Accountable for ensuring that Bryan Park Soccer Complex appearance is up to highest standards at all times

- Partner directly with City of GSO to ensure that all fields and outlying areas are at the highest quality
- Partner with City of GSO to ensure all fields are lined properly for events and games
- Partner with City of GSO + East NC Fusion staff to ensure proper set up/tear down of events
- Make recommendations on new/appropriate signage for facility, along with other changes to enhance the visitor experience at the park

*Ensure that opening and closing of Bryan Park is managed and assigned to appropriate staff

*Responsible for the gameday hotline such that any call will be returned within 60 minutes

*Manage all operations of concession stand and team store, including, but not limited to: Staffing, Stocking, Pricing, Product Placement, Product Selection

*Manage visitor traffic counter

*Ensure that the Park is continually in code with Risk Management Expectations

*Track inventory of facility equipment/supplies

*Manage the Facility Budget

OFFICE MANAGER

*Front-desk representative of Bryan Park Soccer Complex

- Welcome and direct appropriately any visitors to the Park

*Assistant to the Head Registrar as an on-site support

*Responsible for management/purchase of office supplies/equipment

EVENT HEAD of HOSPITALITY

*Serve as the on-site support during any events to ensure a quality experience for visitors/hosts

*Serve as the main point of contact for any outside events/games that are booked at Bryan Park facilities

*Serve as the customer service contact for all events to ensure that high standards are met and all logistics are sorted prior to, and during events

*Schedule appropriate vendors for special events to enhance customer experience

*Manage Volunteers/Give Back Program workers during special events

*Hire appropriate medical staff, parking attendants, and security for events



*Represent Bryan Park Soccer Complex and NC Fusion in a professional manner prior to, during, and after events

PHYSICAL REQUIREMENTS

Ability to lift +20lbs to meet demands of field/facility setup.

ENVIRONMENT

Ability to work indoors and outdoors on a daily basis.

ADDITIONAL NOTES

Additional Duties assigned by Executive Director as needed by NC Fusion

Reports to: Director of Operations/Head Scheduler

Hours: Seasonal Schedule based on activities at the Park

IN SEASON

August 1st-November 30th ; January 15th-May 15th (WED-SUN OR THURS-MON)

Hours: Monday/Wednesday/Thursday/Friday 11:00am-7:00pm

Saturday/Sunday 8:00am-4:00pm

OFF SEASON

Hours: Monday-Friday 9:00am-5:00pm (Exceptions as off-season events occur).

Reviewed By:	Name	Date:	Date
Approved By:	Name	Date:	Date
Last Updated By:	Name	Date/Time:	Date/Time

X

Employee Signature/Date

X

Hiring Manager Signature/Date