



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

Position Summary: Ensure that every visitor to BB&T Sports Park 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 BB&T Sports Park appearance is up to highest standards at all times
 - Partner directly with Turf Manager to ensure that all fields and outlying areas are at the highest quality
 - Partner with Turf Manager to ensure all fields are lined properly for events and games
 - Partner with West NC Fusion staff to ensure proper set up/tear down of game weekends + 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 BB&T Sports 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 BB&T Sports Park
 - 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 BB&T Sports Park/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