



Director of Operations – Milwaukee Athletic Club

Reports to: Chief Operating Officer

Department: Executive

Direct Reports: Membership Services, Building Engineer, Parking, Security, Transportation

Travel: Local (w/in Milwaukee metro area) **Classification:** Exempt **Salary:** Commensurate with experience

POSITION SUMMARY

The Director of Operations is responsible for providing consistent leadership in the membership engagement and operations areas of the Club. The primary focus will be on the member experience from arrival to departure along with in-house member activities and events. Additional leadership responsibilities include facility maintenance, parking, security and capital planning.

RESPONSIBILITIES:

- Direct the scheduling and execution of all member activities and events ensuring strong participation, overall satisfaction and member retention
- Oversee all membership communication in partnership with Membership Sales and Marketing teams
- Serve as the liaison for the MAC to Membership Engagement advisory board committees as needed
- Operate as key partner within onsite senior leadership team along with Sales, Executive Chef, F&B Director, Finance and Athletic Director
- Work closely with the Chief Operating Officer to provide Operations standards and programming for the MAC.
- Ensure Safety and Security of Members, Team Members and facility
- Coordinate and oversee the management of all operations areas of the Club while supporting peer leaders of F&B and Athletics
- Responsible for: Reservations, Revenue Management and Operations of the up to six 'hotel rooms' within the apartment floors of the MAC
- Prepare operations annual budget, and monthly forecasts to support Club financial goals
- Oversee daily and weekly scheduling and recording of revenue, payroll, inventory and other operational needs
- Coordinate the operational team member schedules in accordance with forecasts and budgets as required, with the full and active participation of peer Executive Team and department managers
- Oversight of Building Engineer and maintenance function to ensure best in class outcomes
- Oversight of internal control procedures for the revenue, inventories and team member training and audits
- Monitor and evaluate new Club industry initiatives to ensure market leading performance
- Identify and recommend improvements to processes and controls where needed
- Oversee member self and valet parking in house and potential contract relationships
- Oversee transportation/shuttle van for members

COMPETENCIES:

- **Results Oriented** - Acts with a sense of urgency, desires to be challenged, loves the pursuit, proactive and creative problem solver, pushes for results and is determined to win.
- **Empathy** - Cares about others and puts them first (team members and members), values EQ over IQ, operates on trust (not fear), acts with the best interest of others in mind.
- **Team Player** - Loves the work, loves working together and collaborating, believes the whole is better than the sum of the parts.
- **Integrity** - Trusted, direct, truthful. Keeps confidences, admits mistakes and accepts responsibility. Is accountable and does not represent self for personal gain.

QUALIFICATIONS & REQUIREMENTS:

To perform the job successfully, an individual should possess the following qualifications:

- **Education**
 - Bachelor's degree in Hospitality Management or related field
- **Experience**
 - 10+ years of related leadership experience, preferably in hospitality industry at AAA 4- or 5-diamond property or equivalent top tier Membership Club with over \$10m annual revenue
 - Experience with event execution, Member programming and activities
 - Experience with operational departments and staff oversight of exempt and nonexempt team members
- **Skills**
 - Strong interpersonal skills for MAC member and Team Member support
 - Ability to lead teams, speak and present well
 - Outstanding ability to inspire, train and create systems for strong communication, accountability and recognition of team members
 - Demonstrated project management experience
 - Excellent analytical and communications skills with the ability to convey complex information clearly and concisely to all levels within the Club, Management and to investors, as needed
 - Strong organizational and time management skills, with the ability to meet deadlines and deliver outcomes in a fast-paced environment
 - Ability to use sound judgment to effectively solve problems within the scope of the position

The above statements reflect the primary functions of the role described and should not be construed as a detailed description of all the work requirements.

The Milwaukee Athletic Club (MAC) values and celebrates diversity in the workplace. The MAC seeks to attract, develop, and retain the highest quality team members. MAC is an Equal Opportunity Employer and is committed to building a culturally diverse workplace. All qualified applicants will receive consideration for employment without regard to race, color, sex, sexual orientation, gender identity or expression, age, height, weight, pregnancy, familial and marital status, veteran or military status, arrest record, national origin or ancestry, citizenship, religion, disability, genetic information or any other protected category.

As part of our EEO commitment, we will implement all applicable provisions of the Americans with Disabilities Act (ADA) and any equivalent state laws. We do not discriminate against any qualified applicant or employee with a known physical or mental disability in any employment practice including, but not limited to, hiring, promotion, job assignment, compensation, discipline, training and termination. We strongly encourage applications from female and minority candidates and others that will enhance our community. Relevant Military experience is considered for veterans and transitioning service men and women.