



PlayMore Sport and Social Club Assistant Operations Manager Job Description

Overview and Goals of the Position

At this time, we are looking to hire two part-time assistant operations managers. While these positions will start out as part-time, the end goal will be for one of the two new hires to grow and look to take over as the main operations manager in the next 6–18 months (once fully trained). We will be looking to replace our operations manager, who will transition into a more limited role of directing the overall direction and long-term vision for the company. These positions will touch on all areas of our operations, so this is well suited for someone looking to really sharpen their all-around skills as a launching point for their career. These positions will be structured to become the new faces of PlayMore.

Duties and responsibilities

- Oversight and Management of all PlayMore Leagues
 - LOGISTICS
 - Oversight, planning, and execution of the daily event schedule
 - Work directly with our facility partners and schools to maintain current relations and to book future rentals.
 - Ability to help or assist in new league creation or event ideas.
 - Help, assist, and train referees and officials as needed.
 - Directing Events and Tournaments
 - Be the Commissioner on Championship Nights: Hand Out Awards
 - Final decision-making process on all weather decisions for league play
 - Possible Field Inspections on Bad Weather Days: Some early days can be needed for this, although we split those up between us (this will be rotational between all staff as needed).
 - Some light field repair in limited situations
 - Shirt and Equipment Deployment
 - League Scheduling
 - Seasonal kickoff prep and launch
 - Limited field inspections and emergency field prep as needed.
 - STAFFING
 - Heavy involvement in the hiring and training of all staff (scorekeepers and assistants).
 - Review and work with scorekeeping staff as needed during the season.
 - Will assist with scorekeeper work schedules as needed.
 - Review and evaluate referees and officials.
 - Build relationships and work with our independent umpires and official assignors that we use for some of our leagues.
 - CUSTOMER SERVICE
 - Handle all calls, texts, scores, and issues on game day.
 - Handle calls, texts, and emails about future registrations and league questions.
 - Some in-person relationship building onsite at the games and field (we will focus on this heavily early on)
 - Help with maintaining league rosters, waivers, and shirt orders.
 - Review, evaluate, and log notes on teams in the league (skill level and behavior).
 - Build relationships with captains and players.
 - Involvement with suspensions and disciplinary actions.

- PERMITS
 - Work with our facility partners to book, confirm, and pay for league permits.
 - Outreach on finding new locations that can host our leagues (new areas, new sports, or new playing surfaces)
- SOCIAL MEDIA
 - Coordinate with our limited social media staff as needed.
 - During calm, quiet days, you will help to direct, capture, post, or encourage social media content.
 - Post-championship team photos

Qualifications/Skill Set

- Must be well-spoken and outgoing. We will be looking for a strong personality that can switch gears between being a very friendly front person for our players and switching to a league/rule enforcement role as necessary.
- Must be comfortable on the phone when needed.
- Willing and able to direct a crowd of customers (in person)
- Comfortable with sharp or difficult decision-making
- Reasonable background in/with social media content creation and creativity.
- You must be a self-starter; this is not a micromanaged position.
- High levels of integrity and honesty are required.
- Willing and able to work both behind the desk and in the dirt.
- Should have a solid knowledge base in sports management or event planning.

Position Terms and Compensation

- At Will Employment.
- Training Period: Estimated 6–18 months. Most of the training will be conducted at PlayMore HQ.
- Completed Training: A healthy mix of remote work, in-office work, and onsite work will be available.
- Hourly Training Rate: \$17.50 per hour. Completed Training Rate = \$20.00 per hour
- League and event creation bonuses will be available.

Working conditions

- 20–30 hours per week, a mix of daytime, nighttime, and weekend hours.
- Operations Managers and Assistant Managers will rotate weekend and nighttime shifts to provide flexibility.
- The operations manager and assistant managers will also rotate customer service duties throughout the week.
- Training will involve a 60/40 mix of in-office and in-person (at league events) training to help you quickly build relationships with the captains.
- League play is based in the Burlington, Camden, and Gloucester country areas.