



Job Title: Director of Operations and Membership
Compensation: \$70,000-\$75,000/year
Location: Pittsburgh, PA

Type: Full Time, In-person
Report To: Executive Director
Start Date: February-March, 2024

Position Summary

Steel City Squash is seeking a driven, innovative **Director of Operations and Membership** to lead and oversee daily operation of the squash and fitness club within Steel City Squash. Candidates must be aware that Steel City Squash has a mission to serve under-resourced youth and that mission will be a priority when making organization-wide decisions. The Director of Operations and Membership will work closely with the Program Director and report directly to the Executive Director to foster a mission-focused approach while maintaining a quality experience for all members.

Essential Functions

- Strategic Leadership
 - Develop and execute strategic plans to achieve organizational goals.
 - Provide visionary leadership to ensure Steel City Squash's growth and success.
 - Foster a positive and inclusive culture that motivates staff and members.
- Operational Management
 - Oversee day-to-day operations, including facility maintenance, cleanliness, and equipment functionality.
 - Manage club staffing needs, including recruitment, hiring, onboarding, management, and development.
- Financial Management
 - Develop and manage budgets, forecasts, and financial reports.
 - Identify revenue-generating opportunities and strategies for business expansion.
 - Membership revenue goal of \$350,000 for year one (inclusive of membership, junior programs, camps, and private lessons)
- Sales and Marketing
 - Collaborate with marketing team to create and execute promotional campaigns.
 - Drive membership through effective marketing strategies and outreach
 - Monitor and analyze sales performance to identify areas for improvement.
- Member and Community Engagement
 - Foster a welcoming and supportive environment for members.
 - Implement programs to enhance member retention and satisfaction.
 - Establish and maintain positive relationships with the local community.
 - Represent Steel City Squash at community events.
 - Implement community outreach programs to promote health and wellness through Steel City Squash

Leadership Competencies:

- Business and Program/Project Management
- Staff Development and Management
- Organization and Time Management
- Communication and Goal Setting
- Diversity, Equity, and Inclusion Focused

Qualifications:

- Bachelor's Degree preferred but not essential
- Proven experience in club management or similar leadership role
- Excellent interpersonal and communication skills
- FBI Clearance, PA Criminal History Clearance, PA Child Abuse Clearance, Driver's History required
- Valid driver's license
- Must be able to work after-school and peak membership hours, as well as some weekends

Work Environment and Physical Demands:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to individuals with disabilities.
- While performing the duties of this job, the employee is regularly required to use a computer for extended periods of time and communicate via computer, phone or other smart device.
- The employee is frequently required to sit and reach and must be able to move around the work environment.
- The employee must occasionally lift and/or move up to 50 pounds.

About Steel City Squash

Steel City Squash is an out-of-school time program that aims to help each child realize their potential through long-term, rigorous programming in academic enrichment, squash and fitness instruction, and college and career preparation. Steel City Squash is a proud member of the Squash and Education Alliance, which collectively boasts over 2,500 middle and high school participants nationwide, a 97% high school graduation rate and college matriculation rate, and students at some of the top colleges in the nation.

Steel City Squash is opening a 20,000 sq/ft facility located in the heart of Larimer, an East End neighborhood with access to public transportation and easily reachable to a variety of communities. The facility will be open year-round, 7 days a week, 12-14 hours a day and candidates must be prepared to accept responsibility for the continuous operation of the building. This facility will allow the organization to expand its impact in a variety of ways and the Director of Operations and Membership will be an essential part of creating and implementing growth strategies with a focus on membership and revenue driving programs.

How to Apply:

Steel City Squash is partnering with Lauren Jillian Executive Search for the Director of Operations and Membership. Applicants can directly apply by submitting a resume and cover letter to: executivesearch@laurenjillian.com

Steel City Squash is an equal opportunity employer with a commitment to diversity, equity, and inclusion. We encourage all qualified applicants to apply. No knowledge of squash is necessary for academic or leadership positions.