

Job Description:

Overview: The Director of Operations leads their venue in providing best-in-class service with hospitality for our Guests. The Director of Operations sets the big-picture direction for their venue and work along side with their leaders and teams to ensure our Guests have the best times of their lives. The Director of Operations ensures venue leaders build strong teams - through effective hiring, scheduling, Associate development and by driving team engagement. They are also responsible for all venue business functions - executing flawless operational activities, upholding processes and standards, maximizing financial performance, building relationships with their community and growing the Adventure Crossing USA brand.

Key Responsibilities: How You'll Do It - Supervise venue leaders in providing best-in-class service. Coach and develop their direct reports. Drive Associate engagement. Uphold operating standards and drive Guest and team safety and satisfaction. Hold leaders accountable for managing venue operations. Forecast and control sales and expenses. Hold direct reports accountable for budgets and spending. Delegate and follow-up on the completion of tasks. Demonstrate Core Values: Fun, One Team, Excellence, Edgy Spirit and Caring. Interact with Guests to check on the quality of their experience. Leverage business metrics and trends to drive performance and to maximize profit and revenue. Cultivate relationships with community leaders and organizations to ensure strong connections

Key Qualifications: What We're Looking For - 15+ years of restaurant, hotel or golf course management experience with at least 5 recent years as General Manager with a restaurant, hotel, or golf environment. Multi-unit management experience is desired but not required. High school diploma or equivalent. Excellent communication, time management and organization skills. Ability to work on a team. Energy and enthusiasm. A high level of self-awareness, receptivity to change and integrity. Ability to work in extreme weather conditions for extended periods of time. Availability to work varied shifts, including evenings, weekends and holidays. Ability to stand and walk for long periods of time including maneuvering up and down stairs. Ability to obtain required licenses and certifications for your location