

## **Pitch Duty Manager**

Report to: Operations Manager, Marketing Manager & Head Office  
Supervises: Full Time Staff, Part Time staff, Referees & Birthday Supervisors  
Salary: Negotiable + KPI's Bonuses  
Work Conditions: 40 hour week with one weekend a month rostered on.

### **General Responsibilities:**

- \* Implement Procedures Manual
- \* Provide leadership to all FT, PT, Camp/Party Supervisors & Referee staff
- \* Use your initiative to challenge yourself & all those around you to be achievers, and to increase sales and bottom line at Astropark.
- \* Work to a roster system, including week-ends.

### **Astropark Management Responsibilities together with Operations & Marketing Management**

- Assist in managing and control the staff, business premises and equipment.
- Assist in implementing Company policies, procedures and practices.
- Assist in assigning duties to employees in accordance with the needs and requirements to running the facilities.
- Assist in carrying out all other functions of management.
- Assist in delivering a range of Management reports to Operations Managers, Sales Manager, Accounts & Head Office
- Ensuring a full-time member of staff is on duty at all times
- Assist in interviewing/hiring process of new part-time staff
- Assist in training new part-time staff in all areas of Astropark work.
- Assist in managing and running marketing and sales programs. Promotion and Marketing of all Astropark Products, including Block Bookings, Leagues, Casual Bookings, Camps, Birthday Parties, Blitzes and any other Product Astropark Management implement.
- Assist in planning, organizing, implementing and running each of these products outlined above.
- To be entrusted with Opening & Closing Procedures and with cash responsibilities.
- To be entrusted with Weekly cash reconciliations
- Maximise revenue potential at all time periods
- Assist in managing customer service and ensure high standards are maintained
- Assist in managing the maintenance of pitches, buildings & site overall
- Assist in ensuring all parts of the procedure manual are implemented and reporting to Operations Manager if breached.
- Lead by example and never ask others to do what you are not prepared to do yourself
- Assist in running all areas of the Pitch business reporting to Senior Management
- Assist in increasing Pitch Sales and Volume through different products (adult & children pitch booking, adult leagues, children parties, company events, camps etc)

**Ideal Candidate:**

- Will have a Leisure/Retail background & should have at least 2 years experience in supervising activities and dealing with sports/leisure minded people.
- Will have Cash handling and Cash reconciliation experience
- Promote a friendly and welcoming atmosphere
- React on a timely basis to any issues that arise,
- Some sales/marketing experience, with an emphasis on ability to implement the various sales/marketing programs
- Computer Literate – experience with Legend booking system an advantage, and a strong working knowledge of Microsoft Windows applications, including a strong understanding of database applications.
- Ambitious in achieving results with a progressive company
- Great communication skills with both customer and staff
- Will be hard working, hands on and have the ability to lead by example, with great organizational skills and ability to multi-task and co-ordinate both staff and activities across multiple headings