

BOYS AND GIRLS CLUBS OF DORCHESTER (BGCD)
JOB DESCRIPTION

TITLE: The Fieldhouse+ Director
DEPARTMENT: Administration
REPORTS TO: Chief Operating Officer
FLSA CLASS: Exempt
STATUS: Full -Time

PRIMARY FUNCTION:

The Fieldhouse+ Director (FD) is a senior leader responsible for the comprehensive oversight of operations of The Fieldhouse+, including managing event spaces, member-based Club services, non-profit partners and utilization by Boston Public Schools (BPS) and Ruth Batson Academy. The FD manages all operational, financial, and strategic aspects, ensuring member satisfaction, regulatory compliance, and financial sustainability.

SUPERVISORY RESONSIBILITIES:

- Operations, Programming & Scheduling
- Partnerships
- Membership
- Rentals
- Safety & Security

KEY ROLES (ESSENTIAL JOB RESPONSIBILITIES):

- Develop and implement strategic plans for growth and overall business management. Act as the primary liaison to the Chief Operating Officer (COO) and BGCD senior management advising them on facility planning and the use of physical assets.
- Work with Chief Financial Officer and COO to direct and coordinate budget development, monitor expenses, and maximize revenues from both rental events and FieldHouse+ operations. Oversee cash flow and manage accounting according to accepted principles.
- Oversee all aspects of the physical plant, including building systems like HVAC and plumbing, maintenance, safety, and security. Manage Fieldhouse+ Facilities Director and all relationships with outside vendors and contractors.
- With support from Human Resources, assume ultimate responsibility for all Fieldhouse+ staff, including hiring, training, performance evaluations, and fostering a strong team environment.
- Manage the Fieldhouse+ Member Services Director and provide support on any scheduling and membership issues.
- Manage the Director of Scheduling & Outreach and provide guidance as needed for the rental agreements, client event, contracts, and event logistics.
- Manage the Fieldhouse+ Director of Operations and actively promote the FieldHouse+ and facilities to members and their families, solicit feedback, and ensure exceptional service and satisfaction.
- Collaborate with other BGCD Club Site Directors to ensure coordinated programs and best practices.
- Ensure compliance with all local, state, and federal regulations. This includes mitigating risks, preparing for emergencies, and handling insurance-related matters.
- Attend board meetings and other staff meetings as needed, including presenting materials on Fieldhouse+ operations as needed.
- Perform other duties as assigned.

SKILLS & QUALIFICATIONS:

- Bachelor's degree in sports & recreation management, facilities management, business administration, or public administration; MBA, preferred.
- Minimum of 7 years' experience in a senior leadership or management role, including experience in facilities management, event coordination, and managing Club or membership-based operations.
- Expertise with financial management, including budgeting, and strong negotiation skills for vendor and rental contracts
- Knowledge of building systems (HVAC, plumbing, electrical), facilities maintenance, and asset management
- Proficiency with IT systems, including the Microsoft Suite and other relevant software.
- Must have strong supervisory, organizational, and strategic planning skills to guide departments and execute the organization's mission.
- Exceptional verbal and written communication skills. Strong conflict resolution and problem-solving abilities.
- Must have a valid Driver's License with a clean driving record.
- Must be able to pass a Criminal Background Check (CORI) and a Sexual Offender Background Check (SORI) and National Background Check.

RELATIONSHIPS:

Internal: Oversee all The Fieldhouse+ staff, partners and volunteers. Work closely with Finance Team on staffing standards budgeting and expense management. Work closely with COO and senior BGCD Programming staff on operations and rentals. Work closely with SVP of Operations and Facilities Team on facilities management.

External: Maintain contact with partners including BPS and Ruth Batson Academy, community groups, schools, youth serving organizations, parents, and families and renters and outside services to assist in resolving problems and to publicize the Club. Maintain contact with vendors and regulators.

