

## **Assistant Director of Field Operations**

The Assistant Director of Field Operations provides strategic planning, decision-making, project management, staff development and internal/external communication.

Responsible for the quality and efficiency of tournament operations through effective staffing and ongoing training of a remote tournament directing workforce. Ensures that the tournament directing team is staffed appropriately and equipped to deliver quality tournaments and customer service.

Assists in the long-range site selection process and in the negotiation of all NABC contracts.

This position is located at ACBL Headquarters in Horn Lake, MS (Memphis metropolitan area).

### **Primary Responsibilities/Goals**

- Assist with the implementation and maintenance of field employee communications.
- Create and execute an ongoing recruiting plan for tournament directors in a way that assures the proper geographic placement of staff.
- Collaborate with the Manager of Training & Development to build effective core training & education programs for employees.
- Prepare and manage progress against an annual operational budget.
- Ensure technology standards and best practices are maintained across tournament operations.
- Integrate a culture of continuous improvement; develop and implement quality control systems for all programs.
- Serve as a role model for internal and external customer service.
- May travel up to 30% of time to regionals and sectional tournaments and may attend three North American Bridge Championships annually.

### **Skills, Knowledge, Education and Experience**

- Bachelor's degree in business administration or a related field; a combination of experience as a Tournament Director and college coursework may be considered
- Minimum 5 years of business experience in a leadership role
- Strong understanding of the game of bridge is preferred
- Budget management experience
- Able to effectively communicate and present information, both verbally and written

American Contract Bridge League is an equal opportunity employer.

**Apply on-line:** <https://home2.eease.adp.com/recruit/?id=19235012>