

American Contract Bridge League Field Supervisor

The American Contract Bridge League (ACBL) has 3 immediate openings for Field Supervisor in District 6, District 7, and District 16/17.

Position Summary

Reporting to a Field Manager, and within assigned areas, the Field Supervisor is responsible for the technical operation of all sanctioned tournament bridge play. This position has four focus areas: (1) tournament organizers (tournament sponsors/committees/coordinators); (2) workforce supervision (3) tournament operations, and (4) executing the strategic direction of field operations. This position requires extensive travel. Tournament directing (DiC and staff assignments) will represent approximately 75% of the Field Supervisor's time.

Key Role and Responsibilities

- **Tournament Organizers**
 - Establish and maintain effective relationships with tournament sponsors in area of responsibility
 - First point of contact for issues related to tournament operations and staff
 - Collaborate with Field Manager to develop, deliver and manage effective tournament planning processes
 - Confer with Area Manager and Manager, Continuous Improvement to implement and maintain effective tournament review processes and programs
 - Champion culture of professional tournament directing
- **Workforce Supervision**
 - Champion culture of professional service
 - Recruit, lead, motivate and evaluate a team of field staff
 - Administer performance management program
 - Administer long-range workforce planning (staffing) goals
 - Recruiting/Staffing Plans
 - Training, development, and continuing education
 - Succession Planning
 - Compensation Plans
 - Collaborate with Manager, Training and Development to review, evaluate, and provide feedback on results of player satisfaction surveys. Develop and implement individual/group improvement plans to maintain standards of player satisfaction
- **Tournament Operations**
 - Technical and Supervisory lead for all sanctioned bridge play in assigned area
 - Oversee staffing of all tournaments in assigned area
 - Assign tournament Directors in Charge (DiC's) and support their staffing efforts
 - Coordinate with other Field Supervisors to provide directing opportunities across teams

- Ensure all staffing plans are communicated to tournament organizers
- Participate on committees and study groups
- Review/provide feedback on technology programs to ensure tournament operations are supported
- Actively share ideas to improve the game/tournament operations for players and members

Skills, Knowledge, Education and Experience

- Ability to build a professional service oriented culture
- Team leadership experience and proven ability to achieve results
- Strong understanding of the game of bridge
- Experience directing bridge play
- Experience in bridge/tournament operations
- Personal qualities of integrity, credibility, and commitment to the mission of the ACBL
- Flexible and able to multi-task; can work within a fast-moving environment
- Ability to develop teams and individuals by providing challenging assignments. Holds frequent development discussions.
- Analytical, decision-making and problem solving skills
- Undergraduate degree in management, business or related field preferred
- Ability to establish and maintain working relationships
- Available to work a flexible schedule and work on-call for extended hours when Tournament Play is in process.

Apply at <https://home2.eease.adp.com/recruit/?id=19200452>