

General Manager

Palmer Divide Soccer Club

Position Summary

The General Manager serves as the chief operational leader of Palmer Divide Soccer Club, overseeing the club's business, administrative, financial, and operational functions. Reporting to the Board of Directors and working in close partnership with the Director of Coaching, Director of Operations and Director of Fields the General Manager ensures the successful delivery of both competitive and recreational soccer programs while maintaining strong fiscal stewardship, exceptional member service, and a safe, compliant environment for players, families, coaches, and volunteers.

This position requires an experienced leader who can balance strategic planning with hands-on execution while supporting the club's mission of developing players and growing the game within the community.

Ideal Candidate

The successful candidate is:

- **An Operational Leader** – Highly organized with the ability to manage multiple priorities while ensuring efficient day-to-day club operations.
- **A Logistics Expert** – Experienced in facility management, municipal partnerships, field permitting, scheduling, and tournament operations.
- **A Collaborative Communicator** – Builds positive relationships with parents, coaches, volunteers, Board members, municipalities, and community partners.
- **A Financial Steward** – Comfortable managing budgets, monitoring financial performance, and identifying opportunities for revenue growth through sponsorships and fundraising.
- **A Technology-Driven Administrator** – Proficient with modern club management systems, registration platforms, communication tools, and reporting software.
- **A Youth Sports Professional** – Understands competitive youth soccer, recreational programming, league operations, player registration, and state association requirements.

Key Responsibilities

Club Operations

- Direct the daily operations of the club, ensuring efficient execution of all competitive and recreational programs.
- Oversee field permitting, facility relationships, practice schedules, game scheduling, and tournament logistics.
- Coordinate player registration, roster management, team formation, league registration, and player carding in partnership with the Club Registrar.
- Manage equipment, uniforms, awards, and seasonal operational needs.
- Ensure compliance with all governing body requirements, including risk management, SafeSport, background screenings, and child protection policies.
- Maintain effective operational systems and continuously improve club processes.

Financial Management

- Develop, administer, and monitor the club's annual operating budget.
- Oversee accounts receivable, fee collection, payment processing, refunds, and scholarship administration.
- Monitor team budgets, coaching expenses, tournament costs, and facility expenditures.
- Prepare financial reports for the Board of Directors.
- Identify and cultivate sponsorships, fundraising opportunities, grants, and community partnerships that strengthen the club's financial sustainability.

Leadership & Human Resources

- Recruit, hire, supervise, train, and evaluate administrative and operational staff.
- Partner closely with the Director of Coaching to ensure alignment between operational excellence and player development.
- Support coach onboarding, administrative needs, and seasonal planning.
- Foster a positive, accountable, service-oriented culture among employees, contractors, and volunteers.

Member Experience & Communications

- Serve as the primary administrative contact for club families regarding registration, fees, policies, and general inquiries.
- Ensure timely, professional, and transparent communication with players, parents, coaches, and community stakeholders.
- Oversee the club website, social media platforms, email communications, and marketing initiatives.

- Prepare reports, meeting materials, and operational updates for the Board of Directors and implement Board-approved initiatives.

Strategic Leadership

- Collaborate with the Board and Director of Coaching to support the club's strategic vision and long-term growth.
- Recommend operational improvements that enhance efficiency, member satisfaction, and financial performance.
- Build relationships with municipalities, schools, leagues, sponsors, and community organizations to strengthen the club's presence and expand opportunities.

Qualifications

- Bachelor's degree in Business Administration, Sports Management, Nonprofit Management, or a related field preferred or equivalent experience.
- Five or more years of leadership experience in youth sports, nonprofit organizations, business operations, or a related field.
- Demonstrated experience managing budgets, contracts, vendor relationships, and operational systems.
- Experience with sports management platforms such as PlayMetrics, GotSport, TeamSnap, SportsEngine, Heja, or similar software.
- Excellent organizational, leadership, interpersonal, and conflict-resolution skills.
- Strong written and verbal communication abilities.
- Ability to manage multiple priorities in a fast-paced environment.
- Knowledge of youth soccer operations, state association regulations, travel soccer, and league administration is strongly preferred.
- Ability to work evenings and weekends as required by the seasonal soccer calendar.

Key Competencies

- Leadership
- Strategic Planning
- Financial Management
- Organizational Excellence
- Customer Service
- Communication
- Relationship Building
- Problem Solving
- Project Management
- Team Collaboration
- Integrity and Accountability