



Team Operations Manager - Grand Junction River Hawks

Position Overview

The Grand Junction River Hawks are seeking a highly organized, motivated and detail-oriented Team Operations Manager to oversee and manage all aspects of team and business operations.

This individual will be responsible for all game day operations and will coordinate all team and player operations with the Grand Junction River Hawks General Manager. This individual will hire and manage all paid and volunteer staff needed to support the operations of the Grand Junction River Hawks organization.

This position reports directly to the Grand Junction River Hawks General Manager.

Key Responsibilities

Game Day Operations

- Oversee and execute all River Hawk home game operations from setup to post-game wrap up
- Manage ticket sale operations (season ticket, online, box office, group sales)
- Coordinate and supervise game day staff including volunteers
- Execute and organize promotional nights and themed events in coordination with River City Sportplex and Riverside Pub staff
- Coordinate intermission activities, sponsorship activations and in-game entertainment
- Ensure a professional, safe and engaging fan experience at every home game
- Maintain detailed post-game financial reports and operational summaries

Player & Billet Coordination

- Manage billet family recruitment, screening and placement in coordination with the billet coordinator
- Serve as primary liaison between players and billet families
- Ensure compliance with league and organizational housing policies
- Address and resolve housing related concerns in a timely and professional manner



- Oversee financial transactions of players and billet families in coordination with accounting team and coaching staff

Travel & Logistics

- Assist the General Manager and coaching staff with team travel planning
- Coordinate hotel bookings, transportation logistics and travel itineraries
- Oversee and manage all team bus operations and personnel including maintenance, drivers, insurance, and record keeping
- Maintain detailed travel budgets and expense tracking
- Coordinate with the Riverside Pub General Manager for home and visiting team meal planning

Administration & Financial Oversight

- Work with Sales & Marketing Director to achieve team sponsorship financial goals
- Maintain accurate game day financial tracking and reconciliation
- Oversee and manage platforms in use for business operations including ticket, merchandise and auction sales
- Oversee all merchandise inventory
- Conduct weekly meetings with the General Manager to review previously determined data and operational updates
- Coordinate and plan with the General Manager to determine volunteer and paid staffing levels during the season and summer months for business and team operations
- Hire and manage hourly paid staff to support business and team operations
- Recruit and manage all volunteers
- Ensure compliance of all personnel associated with the team, including volunteers, the league and Safe Sport requirements

Leadership & Communication

- Schedule and lead regular business staff meetings related to operations
- Communicate routinely with the General Managers of the River City Sportplex and Riverside Pub about team operations and events
- Coordinate with the Director of Sales and Marketing and Digital Content Coordinator for team promotions and events
- Develop a program of community engagement for the players and team



- Coordinate with local schools, youth leagues and other organizations to provide volunteer opportunities for the players
- Schedule public events that engage the players within the community
- Establish and promote a culture of safety within the organization

Qualifications

- Strong organizational and multitasking abilities
- Experience in sports operations and event management
- Excellent communication and leadership skills
- Ability to manage multiple volunteer and paid staff
- Financial reporting and basic bookkeeping experience
- Event promotions and community engagement experience
- Willingness to work nights, weekends and game days

Compensation

- Competitive salary (commensurate with experience) \$60k-\$80k
- Performance based bonus opportunities
- Opportunity to grow within a fast-growing junior hockey league organization

Please provide resume and professional references