

MICHAEL ANDERSON

Facility Operations Director

- San Francisco, CA
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Experienced Sports Facility Manager with a strong emphasis on operational excellence and community service. Proven ability to manage complex sports facilities while fostering an inclusive and engaging environment for users. Skilled in strategic planning, team leadership, and budget management. Committed to enhancing facility effectiveness through innovative programming and community partnerships. Strong focus on safety and compliance, ensuring a secure environment for all participants.

WORK EXPERIENCE

Facility Operations Director | Sunset Sports Complex

Jan 2022 – Present

- Directed operations for a multi-sport facility serving a diverse community.
- Implemented a comprehensive safety program that reduced incidents by 40%.
- Managed budgets exceeding \$1 million, ensuring fiscal responsibility.
- Coordinated community engagement efforts that increased facility usage by 30%.
- Oversaw staff training programs to enhance service quality and efficiency.
- Established partnerships with local schools to promote athletic programs.

Assistant Manager | Metro Recreation Center

Jul 2019 – Dec 2021

- Supported daily operations and management of a community recreation center.
- Implemented feedback mechanisms that improved customer satisfaction ratings by 25%.
- Coordinated fitness programs and activities that increased participation.
- Managed vendor relationships to ensure quality service delivery.
- Conducted regular facility inspections to uphold safety standards.
- Assisted in event planning and execution for community sports events.

SKILLS

Operational Excellence

Community Service

Budgeting

Team Leadership

Safety Compliance

Program Development

EDUCATION

Bachelor of Arts in Sports Management

2015 – 2019

University of North Carolina

ACHIEVEMENTS

- Recognized as 'Manager of the Year' in 2023.
- Increased facility membership by 45% within two years.
- Successfully launched a community health initiative that served over 1,000 residents.

LANGUAGES

English

Spanish

French