



## **POSITION PROFILE**

**Organization:**

**Samena Club**  
([www.samena.com](http://www.samena.com))

**Position Title:**

**Deputy Director**

**Contact:**

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**Location:**

Bellevue, WA

**Reports To:**

Executive Director

**Direct Reports:**

Director of Facilities; Operations Manager; Membership  
& Events Coordinator; Accounting Coordinator

**Organization Description  
& Mission:**

Samena is a member-based, family recreation club located in the Lake Hills neighborhood of east Bellevue, providing family fitness & fun since 1958! With over 1600 membership and 6000 members we serve a wonderfully diverse clientele. Samena welcomes over 120,000 members and guests annually, many of which enjoy our wide array of programming which includes swim lessons, preschool, before & after school care, summer camps, fitness classes, and personal training. Set amongst 8.5 acres along the Lake Hills Greenbelt, our facility features 3 swimming pools, fitness center, 3 multi-purpose rooms, playground, and tennis courts.

### **Our Mission**

To connect and enrich our community through wellness, education, and fun!

### **Our Vision**

To be recognized as the premier non-profit family swim and recreation club on the Eastside; providing a safe environment that promotes activities and educational programs for families where people of all ages can strengthen their wellness and recreational pursuits.

### **Our Core Values**

We are committed to providing:

- The highest quality year-round programs and services for all ages
- A safe environment and friendly atmosphere
- Capable and professional staff
- Growth to improve member experience
- Active community participation

### **Position Purpose & Responsibilities:**

Responsible for the direction and management of all operations functions in coordination with the Executive Director and Operations team: Finance, Facilities, Administration/Front Desk, Membership and Events. Oversee daily operations at the Club in key areas of Finance, Facilities, Admin/Front Desk, Membership and Events. Manage and supervise Operations team. Works closely with the Executive Director and Senior Leadership team in developing and implementing organizational strategies and ensuring that Club programs, practices and processes are aligned with and support the organization's focus on customer service and fulfillment of its mission. Position is responsible for assuming the leadership role in the absence of the Executive Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Leads, coaches, mentors and motivates team members. Performs formal and informal feedback on job performance for direct reports, including any necessary disciplinary action, hiring and terminations.

- Manage Operations budget with the operations team. Make day-to-day decisions and support staff in making appropriate decisions that are consistent with Organizational strategies and the Executive Director's vision.
- Leads, with the Executive Director, in the development, implementation and supervision of new programs, practices and processes in alignment with the Club's focus on customer service and in fulfillment of the mission.
- Serve as a key leader on the Senior Leadership Team.
- Develops effective working relationships with the Executive Director, colleagues, employees, members and vendors.
- Act as liaison between club operations and Executive Director.
- Develop models and forecasts to support strategic work of the leadership team.
- Develop effective working relationships with manager, colleagues, employees, members and vendors.
- Assist as needed or requested with special Club activities.

**Required Search Criteria:**

**Knowledge, Skills, Abilities:**

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to meet all required deadlines and perform each essential function at a competent level. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**GUIDELINES FOR EDUCATION AND EXPERIENCE:**

- Minimum of five (5) years of progressive operations management experience; experience in public/private fitness or recreation a plus.

- Bachelors and/or Masters in education, health fitness, business, recreation administration or related field.
- Strong team building and staff development skills.
- Ability to work across multiple areas and work with other departments to move organizational priorities forward – collaboration is key.
- Strong budgeting and financial oversight skills including experience preparing and managing budgets, financial models.
- Excellent planning, implementation and organizational skills.
- Demonstrated ability to perform work within established deadlines and budgets.
- Outstanding verbal and written communication skills.
- Strong financial, business and customer service orientation.
- Ability to maintain positive relationships with business and residential communities.

**Personal Traits & Attributes:**

- Superior listening skills- able to learn and understand before driving changes
- Demonstrated problem-solving attitude
- A compelling leader who inspires others and communicates clearly and directly.
- Strong interpersonal skills and customer service mentality; the ability to engage diverse audiences with a professionalism
- Natural curiosity to look for opportunities to enhance and expand Samena's vision for the future
- Clearly articulated passion for the work Samena does and the members it serves.
- Self-motivated individual who demonstrates initiative, creativity, and follow-through.

**Compensation Package:**

A competitive salary and generous benefits package commensurate with similar positions in non-profit settings.