



MONTRÉAL ROSES

Director, Operations

Position: Director, Operations

Reports to: President

Location: Laval, Quebec

Employment Type: Permanent, Full-Time

Summary:

Reporting to the President, the Director of Operations is responsible for the planning, optimization and management of all Roses de Montréal operations, including game-day activities, stadium operations and the training centre.

As a key member of the Club's leadership team, the Director of Operations plays a central role in optimizing the Club's facilities and operations and transforming them into strategic drivers of performance, fan experience and revenue generation.

A collaborative, rigorous and results-oriented leader, the Director of Operations oversees the teams, vendors, budgets and assets within their scope of responsibility. The position is also responsible for developing a strategy to maximize the use of the stadium and training centre, including the rental and subleasing of facilities to third parties to generate additional revenue.

Key Responsibilities (including, but not limited to):

Operational Strategy and Facilities Management

- Develop and implement the Club's operational strategy in alignment with its sporting, commercial and financial objectives.
- Participate in discussions and negotiations related to leases, usage agreements and contracts with facilities hosting the team's games and training sessions.
- Ensure optimal use of the stadium and training centre for both Roses activities and external events and activities.
- Develop and manage a stadium and facilities rental and subleasing strategy to maximize utilization and create new revenue streams.



- In collaboration with the Executive Committee, identify opportunities to host games, tournaments, sporting events, corporate events, productions and other activities compatible with the facilities.
- Establish operational standards, processes, performance indicators and continuous improvement plans.

Game-Day Operations

- Lead the planning, coordination and execution of all game-day operations.
- Coordinate stadium preparation and setup, including locker rooms, premium areas, signage, access points, partner zones and other operational spaces.
- Coordinate security, guest services, ticketing, seating and food and beverage concession operations.
- In collaboration with the Marketing team, contribute to the development of the entertainment and fan experience plan.
- In collaboration with the Marketing and Partnerships teams, develop the game-day script and oversee its execution with internal teams, vendors and relevant partners.
- Recruit, train, schedule and supervise game-day staff.
- Collaborate with the Partnerships team to ensure the proper execution of sponsorship properties and in-stadium visibility elements.
- Prepare an operational summary and post-mortem following each game and ensure the implementation of identified improvements.

Financial Management and Performance

- Develop and manage the annual operations budget, including games, facilities, the training centre and vendors.
- Maintain rigorous oversight of expenses, contractual commitments and budget variances.
- Negotiate and manage key vendor contracts to optimize costs, terms and service levels.
- Prepare financial and operational reports related to games and events.
- Define and monitor key performance indicators (KPIs), including cost per game, facility-generated revenue, stadium utilization, vendor performance and fan experience quality.



- Identify and implement initiatives to improve operational efficiency, service quality and overall profitability.

Training Centre and Asset Management

- Contribute to the day-to-day management and development of the training centre.
- Coordinate the needs of the sporting team with operational requirements.
- Oversee the maintenance, availability, safety and quality of the facilities.
- Develop utilization models to maximize the value of the Club's assets when they are not being used by the team.

Leadership and Stakeholder Management

- Manage, engage and oversee employees, vendors and temporary teams within their area of responsibility.
- Build and maintain strong relationships with facility owners and managers, vendors, municipalities, partners, security services and other stakeholders.
- Act as the primary operational point of contact with the league for game-day and facility-related requirements.
- Foster a culture of operational excellence, accountability, collaboration and service.

Qualifications & Experience

- Significant experience in operations management, ideally within sports, entertainment, events or facilities management.
- Demonstrated experience in budget management, contract negotiation and vendor management.
- Ability to develop a strategic vision while remaining highly hands-on in execution.
- Strong leadership skills and the ability to mobilize both permanent and temporary teams.
- Strong business acumen and the ability to identify opportunities for optimization, efficiency and revenue generation.
- Proven ability to manage multiple stakeholders and thrive in a dynamic, fast-paced and constantly evolving environment.
- Excellent planning, problem-solving and decision-making skills.



- Availability required on game days and during events, including some evenings and weekends.

Our Values:

- **Encourage courage:** Be a bold voice that inspires
- **Excel with integrity:** Prioritize authenticity in everything you create
- **Champion diversity:** Build bridges and break down barriers
- **Celebrate community:** Highlight our supports and our inclusive commitment

To apply, send your résumé and cover letter **to agagne@rosesmtl.ca with "Application – Director, Operations"** in the subject line.

The Montréal Roses are committed to ensuring that its recruitment and selection processes and work environment are inclusive. Arrangements are available upon request for individuals involved in all stages of our recruitment and selection processes. Only selected candidates will be contacted.