

Position: Operations Manager
Department: Operations
Reports To: Director of Operations
FLSA Status: Exempt Salaried

Summary

The Operations Manager's primary responsibility is to plan and direct the set-up and execution of the exhibit hall, ballrooms, and meeting rooms for facility events and for the overall cleanliness and orderliness of the entire facility including restrooms, common areas, loading dock, back of house and offices. The position is responsible for overseeing and supervising full-time, part-time and contracted employees and all related assistance in the day-to-day operations of the facility for the Event Operations and Housekeeping Departments.

Essential Duties and Responsibilities

1. Floor Management

- Manages the Operations Supervisor and Custodial Team Leader in the coordination of all work and staffing plans for event and building support.
- Reads and interprets CAD drawings of floor plans and layouts for client room set requirements for event-related spaces. Conducts frequent inspections to correct set-up and ensure fire code compliance.
- Reviews event documents for operational needs and issues. Ensures that staff is provided with the most up-to-date and pertinent information for the most effective use of the facility and staff time.
- Ensures the highest client/event service and cleaning support during events by conducting thorough building walks.
- Schedules and oversees the changeover of the facility rooms from one event to another. Instructs the crews in the set-up, additions and changes, striking and tear-down of events.
- Works closely with the Event Managers, Maintenance, Food and Beverage, and clients to develop timelines, schedules and action plans for event set-up and housekeeping services.
- Prepares weekly work schedules to ensure proper coverage of all event requirements, as well as the efficient completion of routine building activities.
- Identifies and prepares daily work assignments for housekeeping and event operations staff, ensuring efficient completion of tasks.
- Acts as a working supervisor to assist staff as needed in set-up and striking/tear-down of events, ensuring facility readiness and smooth event operations.
- Responsible for cleaning, minor maintenance and proper storage of all operational event equipment and furniture including motorized equipment.
- Anticipates problems and develops appropriate solutions. Investigates, analyzes and resolves operational problems and complaints.

2. Administration

- Assists in opening and closing of the facility during non-event and event

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days.

- Develops programs to increase efficiency and productivity of the building operations staff and works in conjunction with Director of Operations in planning preventative maintenance and upgrades.
- Maintains MSDS Information and other OSHA required records in accordance with OSHA standards.
- Assists in the development, implementation, administration, and review of the safety and emergency procedures program for all operations staff and assists with the fire alarm panel as a member of the emergency response team.
- Assists in the development and implementation of capital and operating budgets and special projects.
- Manages all departmental supplies. Responsibilities include purchasing, inventory controls, product selection and usage needs determinations.
- Represents the Operations Department in facility meetings as needed.
- Develops appropriate instruction and skills-based training for staff.

Supervisory Responsibilities

- Carries out supervisory responsibilities in accordance with SMG's policies and applicable laws for the Event Operations and Housekeeping Departments. Responsibilities include interviewing, hiring, and training employees; planning, scheduling, and assigning work; reviewing and approving time records and labor allocations; appraising performance; enforcing employee dress codes and grooming standards; disciplining employees in conjunction with Human Resources; addressing issues and resolving problems.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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.

Education and/or Experience

- Bachelor's degree or advanced technical school in a related field preferred. An equivalent combination of education and experience may be considered.
- Minimum of (2) years work experience in a public assembly facility environment.
- Minimum of (6) months experience in a supervisory role.
- Working knowledge of tools, materials, and equipment utilized in event production.
- Working knowledge of event conversion and housekeeping procedures relating to a public assembly facility.

Skills and Abilities

- Ability to build and maintain customer relationships with internal and external customers with strong customer service skills.
- Demonstrated skill in the techniques of handling tools and equipment utilized in event production.



- Ability to prioritize and manage multiple projects simultaneously with excellent organization skills.
- Ability to effectively manage staff of full-time, part-time and contract employees.
- Excellent written, verbal and interpersonal skills.
- Ability to effectively interact with all levels of staff, management, clients, and guests.

Other Qualifications

- Available to work flexible and/or extended work hours, including nights, weekends, and holidays since work involves short turnaround deadlines between and among scheduled events.
- Professional presentation and appearance.
- Possess a valid driver's license.
- Possess a Forklift Certification or the ability to obtain certification upon employment.

Computer Skills

- Proficiency in Microsoft Office products.
- Ability to read and interpret floor diagrams.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to move around the facility; to stand for long hours during events; talk and hear. Occasionally required to kneel, climb to high walkways and balance. Ability to lift and/or move up to 50 pounds. This position may require work inside or outside of the building, as needed by events.

Note: The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. This document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

To Apply:

<https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000470439206#/>

SMG/The Wilmington Convention Center is an Equal Opportunity/Affirmative Action employer, and encourages women, minorities, individuals with disabilities, and protected veterans to apply. We are a VEVRAA Federal Contractor. Applicants who need reasonable accommodations to complete the application process may contact (910) 386-4343 for further assistance.

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