

**DEPARTMENT:** Operations  
**JOB TITLE:** Operations Manager  
**REPORTS TO:** Director of Operations  
**SUPERVISES:** Full and Part-Time Staff  
**FLSA:** Salaried/Exempt

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### **POSITION SUMMARY**

Under general supervision, the Director of Operations coordinates, supervises, and directs personnel and contractors daily activities involved in the successful execution of events and maintenance of the facility by performing the necessary duties personally or through subordinate supervisors. Work is performed in a fast paced environment requiring multi-task and overlapping deadlines. Work extended and/or irregular hours including nights, weekends and holidays as needed. Must have the ability to walk extended distances and climb stairs.

### **MAJOR RESPONSIBILITIES**

- Manage supervisors who oversee employees in various functions, to include event setup, conversions and tear down, facility inspections, maintenance, scheduling, and light constructions.
- Manage full and part-time staff to include interviewing, hiring and training; planning, assigning and directing work; appraising performance; addressing complaints and resolving problems.
- Implement and train all employees on the operating procedures, emergency plans, and safety/risk management policies that conform to corporate standards.
- Prepares written disciplinary actions, memos.
- Interacts with other divisions regarding facility conditions.
- Continual inspects facilities before, during and after assigned events or clean-ups.
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
- Assist in the preparation, negotiation, and review of service agreements with vendors including, consumable products, landscaping services, and trash and recycling services.
- Manage building related projects and prepare written documents and reports.
- Perform other duties as assigned.

## **KNOWLEDGE, SKILLS & ABILITIES:**

- Bachelor's degree from an accredited four-year college or university, preferred.
- Three (3) years related experience and/or training in the public assembly industry in an operations position; or an equivalent combination of education and experience.
- Possess skills and experience in supervising/training personnel, scheduling, time management, and purchasing procedures through verbal or written communications.
- Must be able to speak, read, and write English fluently.
- Ability to work evenings, nights, days, Holidays, and weekends as required.

This description portrays in general terms the type and levels of work performed and is not intended to be all-inclusive or to represent specific duties of any one incumbent. The knowledge, skills, and abilities may be acquired through a combination of formal education, self-education, prior experience, or on-the-job training. **SMG is an Equal Opportunity/Affirmative Action employer, and encourage Woman. Minorities, Individuals with Disabilities. And protected Veterans to apply. VEVRRR Federal Contractor.**