



Operations Manager

Irving Convention Center

Irving, TX

POSITION: Operations Manager
DEPARTMENT: Operations
REPORTS TO: Director of Operations
FLSA STATUS: Salaried Exempt

Summary:

SMG, the leader in privately managed public assembly facilities, has an excellent and immediate opening for an Operations Manager for SMG Irving Convention Center. Responsible for the daily activities required to run, maintain, and service the facility and/or the events by performing the following duties personally or through subordinate supervisors:

Essential Duties and Responsibilities

Include the following. Other duties may be assigned.

- Assists the director in directing, supervising and scheduling all aspects of operations, including building and grounds; technical services; event services, including ADA compliance; public safety; security; custodial services and parking departments.
- Responsible for hiring and training staff as well as administering disciplinary actions when necessary. Works directly with the director and human resources in coordinating annual reviews and disciplinary action.
- Implement facility rules, regulation policies and procedures.
- Coordinates the operations activities with other building departments and show-related contractors.
- Manage and advance multiple projects prior and during events. Expectation is to maintain 100% customer satisfaction.
- Anticipate problems and appropriate solutions. Investigates, analyzes and resolves operational problems and complaints.
- Provide clear, concise, and timely communication of directives to other departments.
- Ensures that operations department receives pertinent information for most effective use of the facility and staffing.
- Knowledge of and ability to tie in and troubleshoot single and three phase A/C power distribution for all aspects of private and consumer shows. This includes overseeing all aspects of the Exhibitor Services department.
- Responsible for the Operations MSDS log in the building. Follow all OSHA and safety guidelines as outlines in the SMG HR Policy and Procedure manual.

January 2015

- Partners with housekeeping manager to ensure proper staffing for events and to maintain inventory of building cleaning supplies.
- Responsible for bi yearly accurate inventory.
- Assures facility readiness and smooth operation of events.
- Skilled in providing exceptional customer service including assessing customer needs, meeting quality standards for service, and evaluation of customer satisfaction.

Supervisory Responsibilities

Manages subordinate supervisors in any of the following departments: Changeover, Housekeeping, and Parking Departments. Is responsible for the overall direction, coordination, and evaluation of these units. Carries out supervisory responsibilities in accordance with SMG's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding; disciplining employees in conjunction with Human Resources; addressing complaints 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 in related field; additional experience may be substituted for education
- Minimum of 2 years' experience in supervising or managing in a similar facility
- Facility/industry experience preferred.

Skills and Abilities

- Excellent communication, organizational and interpersonal skills required.
- Ability to effectively supervise staff.
- Ability to prioritize multiple projects.
- High aptitude for figures and advanced writing skills.
- Professional presentation, appearance and work ethic.

Computer Skills

To perform this job successfully, an individual must have working knowledge of spreadsheet software and work processing software and be proficient in Microsoft Word, Excel and Power Point

CERTIFICATES, LICENSES, REGISTRATIONS

To perform this job successfully, the individual should have computer skills.

January 2015

Other Qualifications

- Ability to operate personnel lifts
- Competence to learn proprietary control systems and mechanics of unique equipment; such as house lighting and audio automation.
- Experience in maintenance, basic repair, and troubleshooting.
- Ability to work with limited supervision and as a team member
- Ability to remain flexible and adjust to situations as they occur
- Licensed and insured to operate a motor vehicle in the United States
- Requires ability to work flexible hours, including nights, weekends and holidays, in addition to normal business hours.

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. 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. Also, 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:

This position offers a competitive salary and benefit package. **Please send a copy of your most recent resume and cover letter which includes salary requirements to:**

Brittany Cothran
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SMG Irving Convention Center
500 W. Las Colinas Blvd.
Irving, TX 75039
Fax Number: 972-401-7757

SMG is an Equal Opportunity/Affirmative Action employer,
and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to
apply. VEVRAA Federal Contractor.

January 2015