

SMG

Job Description

Job Title: Director of Operations
Department: Operations
Reports To: General Manager
FLSA Status: Salaried Exempt

Summary 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.

Directs, supervises and schedules all aspects of Operations, including Engineering; Building and Grounds; Technical Services; Event Services, including ADA compliance; Public Safety; Security; Custodial Services and Parking Departments.

Coordinates the Operations activities with other departments and event related contractors to assure facility readiness and smooth operation of events in a professional manner.

Coordinate and supervise weekly staff meetings with Operations, maintenance, and union representatives.

Implements and updates facility rules, regulations, policies and procedures.

Provides clear, concise, and timely communication of directives to other departments.

Ensures that Operations Department receives and sends pertinent information for the most effective use of the facility and staffing (i.e. stagehand and event labor estimates).

Oversees maintenance of the Physical Plant, systems, equipment and vehicles, and ensures all facility systems are complete and operating correctly according to performance specifications.

Assists in the preparation of the Annual Operating Budget and recommends a capital budgets for 1-year and 5-year long-range repairs and improvements to the facility.

Authorizes the requisition of equipment and supplies within budget guidelines.

Provides yearly inventory of all equipment.

Knows and ensures all laws, codes, ordinances, policies, procedures, Risk Management, safety precautions, rules/regulations and emergency procedures are followed.

Oversees the hiring of all facility service management and staff.

Develops program to train all employees on Fire/Life Safety, Emergency and OSHA Procedures.

Conduct pre-event staff meetings with full & part-time staff provide direction on all activities in regard to events.

Investigates, analyzes and resolves operational problems and complaints. Conducts periodic staff meetings

to discuss procedures, problems and policy changes.

Works closely with the General Manager in the preparation and negotiation of Service Agreements. Reviews contracts for compliance with events and /or government specifications and suitability for occupancy.

Negotiates with vendors, unions, contractors and/or service providers.

Develops and implement preventive maintenance schedules, emergency procedures, safety and Risk Management policies in compliance with all Corporate and governmental regulations.

Acts as liaison to public utility, environmental, and energy agencies. Assist GM in implementation of any energy saving guidelines.

Coordinates and oversees special projects, such as construction, remodeling or expansion. Plans and directs outside vendors/contractors work to assure compliance with contracts and safety requirements.

Maintains on-going relationships and communication with tenants, touring staff, and public for a positive image.

Serves as MOD (Manager on Duty) as required.

Supervisory Responsibilities

Manages subordinate supervisors in any of the following departments: Changeover, Housekeeping, Maintenance, Operations, Production, Engineering, Carpenters, Electricians, Plumbers, Technical Services, Event Services, Public Safety, Security and/or 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 from technical college with major in Management or Maintenance Engineering
Minimum of 2 years experience in Supervising or Managing in a similar facility
Additional experience may be substituted for education
Supervisory experience required

Skills/Aptitudes

Excellent organization skills
Ability to prioritize and to handle multiple projects simultaneously
Good written, verbal and interpersonal skills required; ability to interact with all levels of staff including management
Ability to effectively supervise staff
Professional presentation, appearance and work ethic

Computer Skills

To perform this job successfully, an individual should have knowledge of Microsoft Office, including Excel and must be able to learn Maintenance Manager software program.

Certificates, Licenses, Registrations

No certifications are required.

Other Qualifications

Ability to work with limited supervision and as a team member
Requires ability to work flexible and extended 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 required to walk extensively, occasionally required to kneel, climb to high walkways or balance. The employee must occasionally lift and/or move up to 50 pounds.

This position requires work inside and outside of the building and some exposure to adverse conditions.

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:

Old National Events Plaza
715 Locust Street
Evansville, IN. 47708

Applicants that need reasonable accommodations to complete the application process may contact- 812-435-5770

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

This job description portrays in general terms the type and level(s) 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 schooling, self-education, prior experience, or on-the-job training. The company reserves the rights to modify, supplement, delete, or augment the duties and responsibilities specified in the position description, in the company's sole and absolute discretion. Duties other than those expressly specified may be assigned from time to time.