General Manager

Bloomington Convention Center

Convention Center Management Company

Submit resume or questions to humanresources@bloomingtonconvention.com by November 30, 2026

Position Summary

The Bloomington Convention Center Management Company is seeking an exceptional General Manager (GM) to oversee all aspects of facility operations — including booking, finance, staff management, and client and vendor services, and building/ equipment stewardship — while also serving as a strategic leader through a historic expansion and the ongoing revitalization of downtown Bloomington. The GM leads departments and staff such as operations, maintenance, services, and parking, while implementing safety and security regulations and negotiating vendor contracts, and coordinating sales agreements with Visit Bloomington and budgets with the Monroe County Capital Improvement Board in accordance with established policies and procedures.

Beyond day-to-day facility management, the GM is expected to operate as a visionary partner in the broader downtown economic development strategy, working closely with the CCMC Board, the Monroe County Capital Improvement Board (MCCIB), Downtown Bloomington Inc., Visit Bloomington, the Convention and Visitors Commission (CVC), and city and county officials to align strategic objectives and maximize the venue's community and economic impact. The role will oversee the opening of the new building, re-opening of the historic building, management of facility equipment, and implementation of events.

Facility Overview

The Bloomington Convention Center is located at 302 South College Avenue in Bloomington, Indiana, in the heart of downtown, anchoring the Bloomington Entertainment and Arts District. The facility is a 100,000 square foot, multipurpose venue, welcoming a variety of events such as conferences, banquets, non-traditional sports, small concerts, and meetings. The new building meets LEED Silver Standards as we strive for sustainable building and operations.

The Convention Center Management Company (CCMC) currently employs 8 staff members and works with multiple vendors to implement events.

Key Responsibilities

Leadership & Strategic Planning

- Direct day-to-day operations, including setup, maintenance, security, food and beverage services, AV, décor, and parking, including policy recommendations and follow-through.
- Develop and implement goals in line with the CCMC Board’s expectations and the MCCIB, city/county's objectives.
- Cultivate the mission of the Convention Center, build consensus in the community, and develop strategic partnerships with stakeholders.
- Human Resources Team Building Development, Recruit/retain, train, supervise, and evaluate operations, maintenance, event, security, administrative, and financial personnel

Stakeholder & Community Relationships

- Report to and coordinate with the CCMC Board and the Monroe County Capital Improvement Board (MCCIB), including preparing and presenting regular Board operations reports.

- Navigate and strengthen relationships with city and county officials, Monroe County Capital Improvement Board, Visit Bloomington, and the Convention and Visitors Commission (CVC), Downtown Bloomington Inc. to enhance collaboration, promote the facility, and maximize utilization.
- Foster open communication and build strong partnerships with the hotel community and other local business leaders.
- Actively participate in community and industry forums to ensure the Bloomington Convention Center is a leading participant in local economic and social initiatives.
- Support downtown initiatives, advocate for downtown Bloomington, and help implement the Downtown Action Plan.

Sales & Marketing Coordination

- Partner with Visit Bloomington, which leads sales and marketing efforts for the facility, to align booking priorities and support outreach to event organizers and promoters.
- Provide Visit Bloomington's sales team with facility availability, specifications, and logistical guidance to help maximize venue utilization.
- Review and finalize event and vendor contracts generated through Visit Bloomington's sales process, ensuring facility requirements and policies are met.
- Coordinate with CVC and Visit Bloomington on occupancy, revenue, and performance metrics to support annual reporting and goal-setting.

Financial Performance

- Manage operating and capital budgets, optimize profitability, conduct financial reviews, and handle final billing.
- Submit invoices to MCCIB for payment and ensure accurate, clean audits and financial reporting to the CCMC Board, MCCIB and city/county officials.
- Review, negotiate, vendor and partner agreements and participate in negotiations to protect the facility's best interests.
- Streamline operations to improve efficiency, reduce costs, and enhance the overall guest experience.

Vendor & Project Management & Building Stewardship

- Manage vendors and oversee projects to maintain the facility and its services.
- Oversee the opening of the new building and the renovation of the historic building, working closely with the Board and MCCIB.
- Manage facility equipment, including procurement, maintenance, and replacement planning.
- Building and equipment stewardship

Safety & Compliance

- Ensure compliance with local, state, and federal regulations regarding safety, sanitation, and security.
- Secure necessary permits and ensure full contract compliance.
- Maintain knowledge of and compliance with public building and event policies and regulations.

Required Skills and Qualifications

- **Education:** Bachelor's degree in Hospitality Management, Business Administration, Urban Planning, Facilities Management or a related field; a Master's degree is preferred.

- **Experience:** A minimum of 3-5 years of senior-level management experience in a convention center, public assembly facility, or comparable hospitality/tourism organization, including proven experience in venue management, hospitality, and event planning.
- **Capital Projects:** Proven experience overseeing large-scale capital projects, new facility openings, or historic building renovations.
- **Leadership:** Strong leadership, communication, and decision-making abilities, with a track record of building consensus and collaborating effectively with diverse stakeholders.
- **Financial Acumen:** Proficiency in budgeting, financial reporting, and contract negotiation.
- **Technical Skills:** Knowledge of industry software, such as QuickBooks, Caterease, Akita facility scheduling software, and Prism diagrams, as well as Microsoft Office and financial, procurement, and sales CRMs. Cybersecurity
- **Building Systems:** Extensive knowledge of building systems, including AV, Security, IT, HVAC, plumbing, electrical, fire safety, and building and event safety protocols.
- **Public Building Regulations:** Working knowledge of public building policies and regulations.
- **Community Orientation:** Strong understanding of the symbiotic relationship between a convention center and its surrounding downtown environment.
- Problem-solving and conflict-resolution capabilities under pressure; knowledge of applicable safety regulations and laws.
- Personable, accountable, and results-oriented, with a strong customer service orientation for the conference and entertainment industry.

Performance Metrics

- Meeting revenue goals and expense control.
- High customer service ratings (client satisfaction).
- Safety and cleanliness standards adherence.
- Policy adherence and compliance.
- Economic impact on the downtown area, such as increases in foot traffic, hotel occupancy, or restaurant revenue during major events.

Benefits

- Salary range: $80,000 – $95,000
- Retirement plan — assessed each year, typically 5% of salary.
- Health insurance.
- Dental insurance.
- Paid time off (PTO).
- Equal employment opportunity employer.
- Professional development opportunities.