

## **JOB DESCRIPTION**

### **Mayo Civic Center**

**POSITION** Operations Manager

**DEPARTMENT** Operations

**SUPERVISOR** General Manager

**FLSA STATUS** Exempt/Salaried

**UNION** Non-union

**LAST UPDATED** September 5, 2023

### **Job Summary**

The Operations Manager position will ensure the venue completes all activities related to daily operations of the facility, setting up and preparing for events, as well as plan, schedule, and coordinate the activities of the operations staff daily. This position manages the full and part-time staff and works with building operations to ensure the venue is ready for events and high cleaning standards are maintained.

### **Essential Functions**

- Manages day to day activities of the conversion and housekeeping departments to ensure efficient operations. Leads conversions and preparation for events and performs inspections to ensure staff is following proper procedures and completing assigned tasks.
- Oversees maintenance and proper handling of facility equipment.
- Develops and oversees housekeeping functions including proper use of chemicals, supplies, and materials. Follows company and governmental protocols with regards to cleaning, sanitizing, and disinfecting.
- Coordinates scheduling employees and processes time to ensure they are paid accurately. Adheres to budget and cost control practices while meeting scheduled deadlines. Responsible for accurate forecasting expenditures and meeting budgetary requirements.
- Provides guidance, support, training, and coaching assistance as appropriate to all employees to ensure they are performing effectively. Performs annual reviews/evaluations for direct reports.
- Assists in identifying and defining issues affecting performance and recommends corrective action. Ensures that disciplinary procedures are handled in a consistent manner according to company policies.
- Monitors operations and corrects problems in a timely manner. Makes timely decisions and informs other departments and all direct reports to ensure their ability to effectively perform their job functions.
- Prepares reports and records as necessary to document departmental activities and/or provide information to other management.

## **Certifications**

- Forklift certification

## **Skills and Abilities**

- Handle multiple tasks simultaneously.
- Operate equipment such as light trucks, pallet jacks, forklifts, or other light power-driven equipment.
- Operate portable radio and standard office equipment including copier and fax machine.
- Follow oral and written instructions and communicate effectively with others in both oral and written form.
- Organize and prioritize work to meet deadlines with special attention to detail.
- Work effectively under pressure and/or stringent schedule and produce accurate results.
- Work independently, exercising judgment and initiative.
- Maintain an effective working relationship with clients, employees, exhibitors, patrons, and others encountered in the course of employment.
- Be licensed and insured to operate a motor vehicle in the United States.
- Required to speak and understand basic English well enough to converse with customers, supervisors, and employees.
- Effective communication, interpersonal, and computer skills required.
- Must be familiar with Windows, Microsoft Office software, event software, and booking software.

## **Required Qualifications**

A minimum education level of High School Diploma or its equivalency (BA/BS degree preferred). A minimum of 5 years of related work experience including supervisory experience. Must be able to work flexible hours including events, nights, weekends, and holidays as needed. Knowledge of safety requirements involving cleaning supplies and related equipment.

## **Physical Demands**

Must be able to move to all areas of the building in order to supervise daily activities. Must be able to lift and carry up to 50 lbs. Excellent verbal and written communication skills. Prior management experience involving the operations of a multi-use facility (preferred but not required).