



**Position: Operations Manager**

**Reports to: Director of Operations**

**Selection: Application and Interview**

### **Overview**

We are seeking a highly organized and strategic Operations Manager to oversee the daily operations of our organization. The ideal candidate will be responsible for improving operational efficiency, managing cross-functional teams, and ensuring that business processes support our company goals. This role requires strong leadership, analytical thinking, and a results-driven mindset.

### **Key Responsibilities**

- **Operational Oversight:** Manage day-to-day operations to ensure efficiency, quality, and productivity across departments.
- **Process Improvement:** Analyze current processes and implement strategies to enhance performance, reduce costs, and improve customer satisfaction.
- **Team Leadership:** Supervise and support department leads or operational staff, fostering a culture of accountability and continuous improvement.
- **Budget Management:** Develop and manage operational budgets, track expenses, and identify cost-saving opportunities.
- **Performance Monitoring:** Establish KPIs, monitor performance metrics, and prepare regular reports for senior management.
- **Compliance:** Ensure all operations comply with company policies, industry standards, and relevant regulations.
- **Strategic Planning:** Collaborate with leadership and fellow managers to develop long-term operational strategies and contribute to business growth initiatives.
- **Vendor & Partner Management:** Manage vendor relationships and ensure timely delivery of services and materials.
- **Risk Management:** Identify potential risks and implement contingency plans to minimize operational disruptions.

- **Availability:** Must be able to work some nights, weekends or holidays.

## **Qualifications**

- **Education:** Bachelor's degree in business administration, Operations Management, or a related field. Management experience in the operations field may be substituted at a rate of two years' experience for each year of college.
- **Experience:** 5+ years of operations management or related experience, preferably in entertainment and convention venues.
- **Skills:**
  - Strong leadership and people management abilities
  - Excellent organizational and problem-solving skills
  - Knowledge of Windows operating systems with experience in applications using Word, Excel, PowerPoint and related Windows programs.
  - Exceptional communication and interpersonal skills
  - Ability to manage multiple projects under tight deadlines
  - Able to lift a minimum of 35 pounds multiple times a day
  - Operate a truck, forklift, sky lift and various small machines and hand tools.