**POSITION DESCRIPTION**

**Job Title: Director of Operations**

**Department: Executive**

**Reports To: Assistant General Manager & General Manager**

**FLSA Status: Exempt/Salaried/FT**

**Position Summary**

Under direct supervision of the Assistant General Manager and General Manager, direct and coordinate personnel, subcontractors, and daily activities involved in facility operations and the successful execution of events by performing the following duties personally or through subordinate supervisors.

**Essential Duties & Responsibilities**

* Direct, supervise and schedule all aspects of operations including building engineering, maintenance and operations crew, housekeeping, ADA compliance and work cooperatively with Event Services and catering department to assure facility readiness and smooth operation of events.
* Develop operating procedures that conform to corporate standards, customized to the specific needs of the facility and consistent with the goals and objectives of the client, facility and corporation.
* Manage subordinate supervisors who oversee employees in various functions. Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; and addressing complaints and resolving problems.
* Attend department head meetings and staff meetings. Develop and maintain a harmonious working relationship with all of the other departments
* Assist in the preparation of the annual operating budget and recommend an annual capital budget for long-range repairs and improvements to the facility. Authorize the requisition of equipment and supplies within budget guidelines.
* Know and guarantee all laws, codes, ordinances, policies, procedures, risk management, safety precautions, rules/regulations and emergency procedures are followed. Develop program to train operation department employees on fire/life safety and emergency procedures.
* Investigate, analyze and resolve operational problems and complaints. Conduct operation departmental staff meetings to discuss procedures, problems, and policy changes.
* Assist in the preparation and negotiation of service agreements for refuse, exterminating and other operations agreements as needed. Review contracts for compliance with event and/or government specifications and suitability for occupancy.
* Rotate with other facility personnel to function as Manager on Duty (MOD), who maintains total responsibility and authority over all clients, staff personnel, patrons, security and safety in assigned buildings. Responsibilities include but not limited to making sure contractual agreements are met and clients’ event requirements and changes have been made in a timely fashion. On-duty staff/subcontractors ultimately report to the MOD through any Managers or Supervisors who are present during the event.
* Act as liaison between Event Services, tenants and facility contractors as needed.
* Plan, budget and schedule facility’s modifications including cost estimates, bid sheets, layouts and contracts for construction and conversions.
* Inspect conversions, construction and installation progress to ensure conformance to established specifications.
* Develop and implement maintenance schedules for electrical, HVAC, and other building operation systems, and safety and risk management policies.
* Ensure facility’s fire and emergency safety systems are in operating order and compliant with all codes, ordinances and laws.
* Work extended and/or irregular hours including nights, weekends and holidays as needed.
* Other duties as assigned.

**Qualifications & Skills**

* Demonstrate knowledge in operational procedures, facility capabilities, industry terminology, HVAC and other operating systems. Provide event-related services and technical requirements for the types of events anticipated at the facility.
* Possess skills and experience in contract negotiations, business law, budget preparation, labor relations, service contracts, purchasing procedures and supervising/training personnel.
* Engage in much decision making that is generally governed by procedure and guided by policy.
* Possess any licenses, certificates or training required by local, state or national authorities for the operation of the equipment found in the facility.
* Read and comprehend blueprints, drawings and other related materials.
* Maintain an effective working relationship with clients, employees, exhibitors, patrons and others encountered in the course of employment.
* Meet the physical demands of this job, which include being able to get in and around the facility (requires personal mobility), lifting, carrying, moving, climbing, working from various heights, and moderate to loud noises.
* Operate equipment such as light trucks, pallet jacks, forklifts, boom lifts, scrubbing machines or other light power driven equipment.
* Operate a personal computer using Windows and Microsoft Office software.
* Follow oral and written instructions and communicate effectively with other in both oral and written form.
* Organize and prioritize work to meet deadlines.
* Work effectively under pressure and/or stringent schedule and produce accurate results.
* Be licensed and insured to operate a motor vehicle in the United States.
* Remain flexible and adjust to situations as they occur.

**Minimum Education & Experience**

* Bachelor’s degree from an accredited four-year college or university. Minimum of four (4) years of full-time work related experience in the public assembly industry (stadiums, arenas, and/or or convention centers).
* Five + years related experience and/or training or in the public assembly industry in a supervisory or management position; or equivalent combination of education and experience.

**Supervisory Responsibilities**

* Direct, supervise and schedule all aspects of operations including building engineering, maintenance and operations crew, housekeeping, ADA compliance and work cooperatively with the operations of Event Services & catering department to assure facility readiness and smooth operation of events.
* Manage subordinate supervisors who oversee employees in various functions. Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; and addressing complaints and resolving problems.
* Attend department head meetings, staff meetings and conduct Operations Department staff meetings. Develop and maintain a harmonious working relationship with other departments

**Computer Skills**

* Operate a personal computer using Windows and Microsoft Office software.
* Operate standard office equipment.

**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.

* Meet the physical demands of this job, which include being able to get in and around the facility (requires personal mobility), lifting, carrying, moving, climbing, working from various heights, and moderate to loud noises.
* The employee must occasionally lift and/or move up to 50 pounds.
* This position requires minimal stooping and lifting, but substantial walking. Must be able to stand or sit for long periods of time.

**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**

Please apply online or send your updated resume and cover letter to:

Human Resources Manager: Kiara Montalbano

Oklahoma City Convention Center -- Cox Convention Center

One Myriad Gardens, Oklahoma City, Ok. 73102

kmontalbano@okcconventioncenter.com

**No Phone Calls**

All applicants must apply online to be considered. Applicants needing reasonable accommodations to complete the application may contact the Human Resources Administrative at (405) 724-9297.

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