

**SMG**  
**Job Description**

**Job Title:** Operations Manager  
**Department:** Event Services  
**Reports To:** Director of Event Services  
**FLSA Status:** Full-Time/Salaried/Exempt

**SUMMARY**

The Operations Manager will coordinate, supervise, and direct personnel, subcontractors, and the daily activities involved in the successful execution of events and maintenance of the facility by performing assigned duties personally through subordinate supervisors and third party contractors.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Assists the director in directing, supervising and scheduling all aspects of operations, including engineering; building and grounds; event services, including ADA compliance; public safety and custodial services.

Coordinates the operations activities with other building departments and show-related contractors.

Implement facility rules, regulation policies and procedures.

Anticipate problems and appropriate solutions. Investigates, analyzes and resolves operational problems and complaints.

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

Ensures that operations department receives pertinent information for most effective use of the facility and staffing.

Assures facility readiness and smooth operation of events.

Oversees various labor calls to ensure accuracy of setup and work being completed.

Forecasting weekly labor estimates by event and by maintenance account for Finance Department.

Coordinate with on stage placement and areas needed for hi-lift operations.

Coordinates the operations activities with other building departments and show-related contractors.

Oversees inspection, tests and modifications of all equipment prior to performance. Ensure that all equipment is in operating order by overseeing any minor repairs and/or adjustments.

Develops training programs and ensures all staff members are proficient in operating and maintaining all related equipment, tools, and related job functions.

Evaluates preventative maintenance programs; modifies programs to increase efficiency and effectiveness.

Maintains safe working conditions and safe working procedures in a clean and orderly working environment.

Assists Operations Managers to oversee planning, coordination and implementation of major capital improvement projects.

### **SUPERVISORY RESPONSIBILITIES**

Manages subordinate supervisors in any of the following departments: Changeover, Housekeeping, Maintenance, Operations, Production and Public Safety. 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 four-year College or University  
Minimum of 3 to 5 years' experience in Supervising or Managing in a similar facility  
Or equivalent combination of education and experience

### **SKILLS AND ABILITIES**

Excellent organization skills, planning and interpersonal skills

Ability to prioritize and to handle multiple projects simultaneously

Exceptional scheduling and time-management abilities

Good written, verbal and interpersonal skills required; ability to interact with all levels of staff including management and third-party contractors

Ability to effectively supervise staff

Strong customer service skills

Professional presentation, appearance and work ethic

### **COMPUTER SKILLS**

Proficient with Microsoft Office software required.

Strong skills in ADP/Payroll.

Other software packages such as Reserve (event documentation), eRequester (purchasing) and ADP (payroll) preferred.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

No certifications are required.

### **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.

Must be able to work extended and/or irregular hours including nights, weekends and holidays as needed.

**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**

Apply at- <https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite>

Hali Greenhouse, HR Generalist  
The Oncenter  
800 South State St.  
Syracuse, NY 13202

Applicants that need reasonable accommodations to complete the application process may contact 315-435-8062

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