

JOB DESCRIPTION OPERATIONS MANAGER



Facility Name:	AMES CENTER
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JOB INFORMATION

Job Title:	Operations Manager	Department:	Operations
Reports To:	Executive Director	FLSA Status:	Exempt <input type="checkbox"/>
Prepared By:	Neil Segal	Date Prepared:	09/24/18
Approved By:	Brian Luther	Approved Date:	

SUMMARY

Supervise and coordinate the planning, oversight, evaluation and operational needs of all events and workers engaged in converting facility to accommodate ongoing building event load, custodial services, maintenance, mechanical reports, preventative maintenance and repair plans, development and coordination of service contracts and projects. Continuous hours of work may be in excess of 40 hours per week and include evenings, weekends and holidays.

ESSENTIAL DUTIES include the following. Other duties and responsibilities may be assigned.

1. Responsible for oversight of all operational areas of facility
2. Hire, train, schedule, supervise, work with, and evaluate skilled and semi-skilled workers engaged in setup, operation, and tear down of event related equipment, maintenance and custodial services.
3. Integrate the conversion and maintenance activities with the customer service and programming activities of the facilities.
4. Inspect and evaluate physical condition of facility and equipment to keep building up to date and report recommendations of updates to supervisor.
5. Monitor expenses; prepare budgets for labor, materials and services necessary for conversion, maintenance and custodial activities.
6. Maintain relationships with various agencies (contractors, fire inspection, elevator, sprinklers, etc) to accomplish compliance with codes and to resolve building maintenance needs and concerns.
7. Assign work projects to staff and provide direction to improve methods and productivity.
8. Analyze event information to meet users' equipment and service needs, prepares staff schedules and work plans for setup, operation, and tear down crews.
9. Analyze operations data and recommend building modification, updated equipment, or changes in operating procedures to maximize energy efficiency.
10. Establish and execute preventive maintenance on all equipment and systems to insure proper working order and carry out repairs where needed. Develop and maintain necessary records and reports such as: equipment and supply inventories, accident and damage reports, monthly expense and activity reports, and personnel records.
11. Perform snow removal from doorways/walkways and spreads ice melting materials.
12. Assist in and oversee that maintenance activities are executed in a safe and professional manner.
13. Oversee that all events are coordinated and executed in a professional and safe manner.
14. Customer Focus: Dedicated to meeting and/or exceeding the expectations and requirements of internal and external customers.
15. Integrity and Trust: Widely trusted and is seen as a truthful individual who keeps confidences, admits mistakes, doesn't misrepresent him/herself and is highly respectful of others.
16. Communication: Consistently exhibits courteous, respectful, non-defensive and appropriate communications and presents information in a concise and understandable format.
17. Teamwork: Works cooperatively with others in the accomplishment of joint tasks and common objectives. Contributes to a positive work environment, fosters collaboration and provides a tangible contribution.

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SUPERVISORY RESPONSIBILITIES

Directly supervise employees in the Operations Department. Carry out managerial responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty and responsibility 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.

1. Must be able to work abbreviated normal office hours plus nights and weekend hours as required for event preparation, presentation and move-out.

EDUCATION and/or EXPERIENCE

1. The candidate must have a two-year degree or two years of experience in building conversion activities and mechanical repair. Other combinations of training and/or experience that can be demonstrated to result in the possession of knowledge, skills and abilities necessary to perform the duties of this position will also be considered.
2. Must possess the ability to communicate effectively both orally and in writing.
3. Thorough knowledge of methods, practices, equipment and machinery used in setups, operation and tear-downs of general public facility maintenance procedures.
4. Knowledge and ability to execute safety programs.
5. A basic knowledge of business management practices and procedures.
6. Need to have considerable knowledge of the operation of plumbing, heating, ventilation and other mechanical, electrical and building systems.
7. Working knowledge of occupational hazards and of necessary safety precautions. Must be able to operate forklift, scrubber, skid steer, and other standard tools and equipment.
8. Ability to hire, supervise, train necessary staff.
9. Ability to develop budget recommendations and to prepare and maintain records relative to event labor costs.
10. Must be able to utilize standard computer systems for both building (HVAC, fire, etc) and administrative (word processing, spreadsheets, etc.) purposes.
11. Ability to work with minimal supervision, establish priorities, and prepare budgets.

CERTIFICATES, LICENSES, REGISTRATIONS

1. Applicant must possess current, valid driver's license.
2. Applicant must possess or apply for a boiler's license

LANGUAGE SKILLS

1. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
2. Ability to write routine reports and correspondence.
3. Ability to deal effectively and courteously with lessees, user groups, their representatives and the general public.
4. Ability to speak and understand English.

MATHEMATICAL SKILLS

1. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
2. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
3. Ability to apply concepts of math on an Excel spreadsheet, calculator, ten key adding machine, or cash register.
4. Ability to add, subtract, multiply and divide all units of measure using whole numbers, fractions, and decimals; applying concepts of basic algebra and geometry.

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REASONING ABILITY

1. Ability to maintain a calm, composed presence in an often fast-paced environment where multiple tasks, events and stimulus may occur simultaneously.
2. Ability to define problems, collect data, establish facts and draw valid conclusions.
3. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

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.

1. While performing the duties of this job, the employee is regularly required to stand; reach with hands and arms; climb or balance; walk, sit, stoop, kneel, crouch, or crawl; and talk or hear.
2. The employee must regularly lift and/or move up to 50 pounds and occasionally lift and/or move more than 100 pounds.
3. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
4. Must be flexible with hours including nights, weekends and holidays.
5. Ability to work varied schedules under diverse conditions and according to sometimes-stringent time schedules.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is frequently exposed to moving mechanical parts and high, precarious places.
2. The employee is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, outside weather conditions, risk of electrical shock, and vibration.
3. The noise level in the work environment is usually moderate.

CONCLUSION

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all inclusive list of responsibilities, duties, and skills required of personnel so classified. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of any employee under his/her supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

I have read and understand this Job Description and confirm that I meet the minimum requirements and can perform the essential duties and responsibilities as listed herein.

Employee Signature:		Date:	
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