



JOB DESCRIPTION

TITLE:	General Manager (Deputy) COO
DEPARTMENT:	Administration
LOCATION:	Shenzhen World Exhibition & Convention Center, Shenzhen, China
REPORTING TO:	General Manager/President
DIRECT REPORTS:	General Manager (Deputy) COO to manage Director of Exhibition Management, Director of Events & Client Services, F&B Director, Director of Technical Services, Director of Facilities Management, Director of Safety & Security

PURPOSE:

The General Manager (Deputy) COO will work closely with the General Manager/President to ensure partnership and delivery at all levels. They will support the effective opening and operation of the venue.

KEY ACCOUNTABILITIES:

- Development and implementation of the venue strategy in accordance with the management contract, the Client's objectives, corporate policy and good business practice, to include the pre-opening plan for the venue and to ensure that the planned opening date is achieved
- Provide leadership & direction relative to the contracting and delivering of an annual programme of diverse events
- Develop positive relationships with key stakeholders, contractors, clients and customers
- Maintains effective and timely engagement with the Client/Contract Administrator, monitoring SMG compliance with all provisions of the services contract
- Continually reviews ways of working, externally benchmarking with industry best practice to ensure the effective and efficient operation of the venue
- Establishes and maintains effective working relationships with the Client/Contract Administrator, tenants, government departments and agencies, entertainment / convention industry, community and civic organizations to encourage continual and regular use of the venue
- Coordinates venue involvement with Convention & Visitors Bureau, as well as other appropriate destination marketing agencies
- Supports the preparation and maintenance required and necessary reports/records for the Client/Contract Administrator and for SMG Corporate Office
- Coordination, implementation and administration of specific plans and programmes prescribed by corporate directives, to include: matters of training and

development; quality assurance; energy efficiency; safety/emergency procedures, crowd control and crisis management procedures, or other areas as needed

- Supports the General Manager/President to ensure that effective controls are in place to deliver day-to-day operational requirements; assuring the coordination of plans, programmes and events; conduct of post-event operational and financial reviews and analysis
- Any other reasonable duties as assigned by the General Manager/President

SUPERVISORY RESPONSIBILITIES

Charismatic, inspirational and enterprising leader with a proven track record of delivering results. Carries out the full spectrum of supervisory responsibilities in accordance with SMG/SMG China's policies and applicable laws.

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 WORK EXPERIENCE

- Broad commercial experience across retail, hospitality and leisure sectors highly sought
- Bachelor degree in business / public administration or relevant field with at least 2 years' industry experience in a leadership function of an exhibition or convention center preferred

KNOWLEDGE, SKILLS AND ABILITIES

- Effective communicator with excellent relationship management skills across all stakeholders
- Ability to work with and maintain highly confidential information
- Demonstrated knowledge of the principles and practices used in the successful management of exhibition or convention facilities of a similar description
- Ability to perform effectively under significant pressure typically associated with meeting the demands and timetables of the business events industry
- Considerable knowledge of event solicitation and presentation, public relations, advertising and media relations and event planning
- Considerable knowledge of safety regulations and other federal, state or local laws and regulations
- Strong orientation towards hospitality/customer service for the exhibition, convention and entertainment industry
- Good command of the English language, both written and oral required
- Ability to communicate, written and oral, in Chinese Mandarin preferred

COMPUTER KNOWLEDGE

IT literate including MS Office, Excel, customer service applications and venue management software.

CERTIFICATIONS

Must obtain all licenses or permits as required by the country, province or city.

MENTAL DEMANDS

- Ability to work independently, strong organizational skills, initiative, and creativity and flexibility
- Ability to meet hard deadlines
- Ability to multi-task and manage multiple projects

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 regularly required to sit for long hours and may be required to work indoors and outdoors as required by the function. Must have the physical ability to manoeuver around the venue at times, walking and/or standing up to 6-10 hours daily. This position may also be exposed to adverse conditions including inclement weather, noise, fumes, etc.

HOURS OF WORK AND TRAVEL REQUIREMENTS:

- Ability to work flexible hours, including nights, weekends and holidays, in addition to normal business hours
- Ability to travel for business related events and activities

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.*