



*Worldwide Entertainment and
Conference Venue Management*

JOB TITLE: Operations Supervisor	FLSA: Exempt
FACILITY: Five Flags Center DEPARTMENT: Operations	REPORTS TO: Director of Events and Operations SUPERVISES: House Crew

SUMMARY:

Under direct supervision of the Operations Director, the Operations Supervisor is a working supervisor position as well as directs and coordinates facility personnel, subcontractors, and daily activities involved in the successful preparation and execution of events at the facility.

RESPONSIBILITIES:

- Supervise and participate in back of house operations of the arena to include facility set-up, tear-down, and clean-up using staff to ensure the arena is event ready and maintained on a day to day basis.
- Oversee all housekeeping members including full-time, part-time and temporary workers.
- Train staff on all laws, codes, ordinances, policies, procedures, risk management, safety precautions, rules/regulations and emergency procedures.
- Assist with preparation of work schedules, staffing requirements.
- Ability to coordinate assigned tasks while overseeing workers from two staff members up to twenty-plus staff members.
- Ability to instruct and demonstrate to staff members the proper and safe techniques for all work assignments.
- Coordinate with facility staff for timely facility set-up and support.
- Supervise facility conversion, ensuring the timely set-up of arena events while maintain the appropriate safety standards and cleanliness.
- Perform other duties as assigned.
- Work extended and/or irregular hours including nights, weekends and holidays, as needed.

KNOWLEDGE, SKILLS, AND ABILITIES:

- High School Diploma or GED.
- Be licensed and insured to operate a motor vehicle in the State of Iowa.
- One to three years facility maintenance and/or event set-up custodial required.
- Forklift licenses a plus.
- Understand common industry standards in facility cleaning techniques
- Ability to speak and write in English.
- Strong written and oral communication, ability to communicate at multiple levels; as well as one-on-one and within a group setting.

- Ability to read and interpret documents including safety rules, work orders operating and maintenance instructions and procedure manuals.
- Demonstrate knowledge of practices and procedures related to; typical methods and techniques for cleaning and maintaining the facility; and proper use and care of hand and power tools, forklifts and cleaning machines.
- Demonstrate exceptional skills in customer service and effective communications with guests and employees.

QUALIFICATIONS:

- Ability to write routine reports and required correspondence.
- Ability to supervise and lead large crews
- Ability to interpret and communicate a variety of instructions furnished in written, oral, diagram and schedule form required.
- Ability to prioritize in time sensitive situations, and meet deadlines.
- Hands on experience with maintenance procedures, hand tools, and power tools.
- Knowledge of work place safety and OSHA requirements.
- Microsoft Word, Excel and Outlook
- Demonstrate a positive attitude
- Meet the physical demands of the job. Must perform strenuous physical duties at times, including lifting, carrying, moving and climbing.
- Operate equipment such as light trucks, pallet jacks, forklifts, boom lifts, scrubbing machines or other light power-driven equipment.
- Work effectively under pressure and/or stringent schedule and produce accurate results.
- Work independently, exercising judgment and initiative.
- Maintain an effective working relationship with clients, employees, exhibitors, patrons and others encountered in the course of employment.
- Remain flexible and adjust to situations as they occur.

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 75 pounds.

This position requires work inside and outside of the building and some exposure to adverse conditions.

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:

<https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000455635706#/>

E-mail - Careers@fiveflagscenter.com

In person:

Five Flags Center
405 Main Street
Dubuque, IA 52001

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