



LYNNWOOD
CONVENTION CENTER

POSITION: Operations Manager
REPORTS TO: Director of Operations
FLSA STATUS: Exempt Salaried Employee

Work Schedule: Primary schedule will be Tuesday through Saturday

The Lynnwood Convention Center strives to provide excellent guest service through our principles of being Professional, Resourceful, Accommodating and Precise, while always being Safe. Members of the Lynnwood Convention Center team share in the values of being Adaptable to event needs, being Aware of guest requirements, showing Character, and being Team-centric. We are looking for talented folks who model these values in their work behavior, decision making, personal contributions, and guest interactions. We are a fun bunch, but we are always striving to be better and we move at the speed of light.

The Operations Manager directly supervises and coordinates the venue's set-up, audio visual, front desk, and housekeeping operations. An ideal candidate will possess previous experience in event facility operations with a background in technical and event support.

We need someone who:

- Has excellent technical knowledge
- Is Service-focused, People-focused
- Has excellent organizational, planning and problem-solving skills
- Has the ability to prioritize and to handle multiple projects simultaneously
- Has exceptional interpersonal skills
- Has extraordinary communication skills both verbal and written, utilizing the English language
- Has the ability to calculate figures and amounts such as discounts and percentages
- Has a professional presentation, appearance and work ethic
- Has the ability to function successfully in a fast-paced environment

As a part of this job you will:

- Direct, supervise and schedule all aspects of the event operations front desk, Audio Visual and custodial services staff, including but not limited to:
 - Train employees in all policies, corporate standards, building procedures, risk management, safety precautions
 - Schedule staff shifts and assign all work including setup activities and custodial needs per event contract and within building standards and budgetary guidelines
 - Monitor employee compliance, appraising performance, rewarding and disciplining employees
 - Ensure all tasks are completed in a timely manner
- Assure building readiness and smooth operations of events per contract and client specifications.
- Orders and monitors operations consumable supply inventory
- Assists Director of Operations in all aspects of venue operations, including facility engineering (HVAC, Electrical, Plumbing), Technical services (A/V and IT), event set-up, public safety; security and custodial services.
- Assists with scheduling and supervision of routine maintenance and repair tasks throughout the facility.
- Assist Director of Operations with maintenance of the mechanical systems.
- Assist with special projects such as construction, remodeling or major repair. Works with outside vendor/contractors to assure compliance with contracts and safety requirements.
- Serves as Manager on Duty as required.
- All other job duties/responsibilities as assigned

To lead this team you will:

- Hire, train and schedule staff.
- Monitor payroll and all scheduling requests
- Complete performance appraisals
- Monitor and implement policies and procedures

The ideal candidate will:

- Have 2-3 years of industry experience in event facility operations or similar industry
- Have previous experience with audio/visual equipment and IT preferred.
- Have 1+ years of supervisory experience required.
- Work a primary schedule will be Tuesday through Saturday
- Work extended, irregular hours, including nights, weekends and holidays as required by the events.
- Have a valid CPR/AED-First Aid certification within first 6 months of employment

You will need to be able to:

- Must be able to climb up and down ladders and stairs
- Must be able to work on elevated platforms
- Must be able to work for long shifts
- Ability to lift 30lbs. unassisted
- While performing the duties of this job the employee is regularly required to sit and stand for long hours and walk the facility regularly

To apply: Follow link or copy into a web browser

<https://recruiting.adp.com/srcar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000478047406#/>

SMG offers a competitive benefits package

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