



Job Description

Job Title: Operations Manager

Reports To: Director of Operations

Department: Renasant Convention Center & Cannon Center

Supervises: Yes

FLSA Status Full-Time Salaried; Exempt

POSITION SUMMARY: Under the direction of the Director of Operations, the Operations Manager provides direct supervision to full time and part time staff, specifically in the areas of event set up, housekeeping, maintenance, and overseeing post event cleanings of Renasant Convention Center and The Cannon Center.

ESSENTIAL FUNCTIONS: *This position description is not intended to be an exhaustive list of all duties, knowledge or abilities associated with this classification, but are intended to accurately reflect the primary job elements.*

DUTIES AND RESPONSIBILITIES:

1. Assist the Director of Operations in the overall daily operation and maintenance.
Represents Operations Department in absence of Director of Operations.
2. Plan, direct, coordinate, and review the work plans. Meet with staff to identify and resolve problems; assign work activities, projects and programs; monitor workflow; review and evaluate work products, methods and procedures
3. Manage/Oversee schedules for Housekeeping Set Up, and Maintenance Staff
4. Provide and/or coordinate department staff training
5. Work with Supervisors and other department employees to correct deficiencies; implement timely disciplinary and exiting procedures with staff (including temporary workers
6. Assume management responsibility for all services and activities involved in the operations of all events



7. Ensure staff is working safely, efficiently and are aware of proper safety guidelines
8. Responsible for execution of and compliance with Contracts
9. Assist in the development and administration of All Operations budgets; forecast of additional funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; implement adjustments as necessary
10. Oversee ordering of supplies and materials for all Operations departments within budget guidelines; receive and maintain supplies
11. Provide excellent customer service assistance to internal and external clients
12. Maintain a customer first mentality
13. Maintain, track, and update an inventory of all Operations departments, and the building assets

Housekeeping Oversight

14. Responsible for daily upkeep of facility and grounds
15. Assist Housekeeping Manager with scheduling trash pickups
16. Assist Housekeeping Manager with inventory and orderings supplies as needed
17. Assist with scheduling cleaning/housekeeping staff (event and non-event)
18. Works events as needed to provide supervision over housekeeping workers and ensure work is being completed
19. Responsible for coordination of any snow removal and salt spreading as may be needed
20. Assist Director in training of all staff on the proper use of Convention Center equipment including cleaning equipment, security, parking etc.



21. Performs other duties and special projects as assigned by Director of Operations or General Manager

QUALIFICATIONS:

- Degree in Facility Management or related field preferred
- High School diploma or equivalent preferred with one (3) years experience in facility operations supervision: housekeeping, maintenance or event setup in a convention center, hotel, sports venue, or other public assembly facility.
- Demonstrated knowledge of supervisory skills and principles, with experience in work crew supervision and working on a varied work schedule in facility operations
- Self-motivated with excellent organizational skills
- Ability to communicate clearly and concisely in the English language, both orally and in writing
- Must be comfortable multi-tasking and working in a fast-paced environment
- Familiarity of OSHA requirements
- Strong interpersonal skills necessary, including excellent verbal and written communication skills.
- Mechanical background is a plus.

Licenses or Certificates:

- Must possess a valid Tennessee or State Issued Driver's License
- Forklift certification or willingness to acquire
- A working knowledge of GBAC Certification (Preferred)

SUPERVISORY RESPONSIBILITIES:

General supervision is provided to all staff reporting to this position.

KNOWLEDGE, SKILLS & ABILITIES:

- Has good general working knowledge of the facility and equipment
- Must be proficient in Microsoft Outlook and other computer applications such as MS Word and Excel



- Ability to make decisions and evaluate situations that may call for extra help if needed.
- Ability to supervise full and part-time staff, including temporary personnel, in setting rooms and cleaning up following event.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:

Must be available to work nights, weekends, and select holidays, in addition to traditional business hours based on operational needs and event schedules.

Physical Demands: Requires sedentary work involving standing or walking for brief periods, exerting up to 75 pounds of force on a regular basis; and some dexterity in operating office equipment; must be able to use hands and fingers for sign language.

Unavoidable Hazards: The position is exposed to some unusual environmental hazards.

Sensory (ADA) Requirements: The position requires normal visual acuity and field of vision, hearing and speaking abilities.

MMG is an Equal Opportunity/ Affirmative Action Employer, we will consider applicants for all positions without regard to race, color, religion, national origin or ancestry, sex, age (40+), disability, veteran status, or any other legally protected status under local, state, or federal law.