



## DIRECTOR OF OPERATIONS

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**Department:** Operations

**FLSA Status:** Exempt

**Work Schedule:** Monday to Friday, 9:00 am to 5:00 pm;  
Evenings + Weekends, Travel as Needed (can be 100+ Days  
per Year)

**Effective Date:** Immediately

**Job Status:** Full-Time

**Reports To:** Chief Operating Officer

**Positions Managed:** Senior Operations Managers

**Last Revision Date:** December 13, 2022

### POSITION SUMMARY:

The Director of Operations is responsible for providing direction and coordination of day to day operations, including oversight of all contracted events. The Director of Operations is expected to facilitate the delivery of professional programs to clients, including all aspects from execution through billing, as well as the administrative elements of program management and customer service. In addition, the Director of Operations should look for ways to improve internal processes, procedures, exercise expense control, observe team interaction and brand reputation; communicating those ideas to the proper Management Team member for contemplation and execution.

### ROLES AND RESPONSIBILITIES:

- Manage client relationships (for those high-level clients, as needed) or ensure the proper management of client relationships from file transition to final collection with the Operations Managers leading main client contact/ work load and Operations Coordinators as supplement to Operations Managers.
- Analyzing program needs in order to assign program components and deadlines to Operations Managers/ Coordinators, maximizing the operations team strengths based on customer need, skill, program demands, deadline considerations and other factors.
- Analyze program needs and formulate the event workflow with the Senior Operations Managers (SOMs) to build/assign and coordinate onsite staffing plans.
- Participate in larger site visits (75% or more likely to book), along with the sales team, to ensure effective site execution, to identify operational challenges, foster customer contact and further develop sold elements.
- Resolve client issues and concerns referred by the operations team throughout all steps of the operations process.
- Assist COO in developing, revising and maintaining operational policies and procedures to ensure efficiency, productivity and consistency in the management and execution of programs.
- Over-all responsibility for problem resolution pertaining to direct reports, vendors, and customers as it relates to operations of every single event. This may include the involvement of the COO.
- Monitor billing processes including Viper, ensuring follow up correspondence with clients has been initiated, collection procedures have been followed and files for completed programs have been closed.
- Assist the COO in the recruitment, training and retainment of quality Operations team members and identify staffing needs.
- Evaluate staff performances for reviews, while coaching and assisting in team growth.
- Manage individual event budgets, along with the SOMs, to ensure profit margins are hit or exceeded per event. Understand the business of events and emulate all reasoning and processes behind the company's goals and pathways defined for the company.
- Ensure the operational health of EES including, but not limited to, the success (both to the client as well as financially for EES) of the event, exceed expectations of the client contact, limit or eliminate completely any operational expenses at the fault of EES and help grow the bottom line of each event once operational.
- Reporting as needed to the COO including, but not limited to, time tracking per employee, workload per employee, plan for assigning team members by client, etc.



- Other duties as assigned to fulfill the role, and/or serve as the operational lead for EES.

**REQUIREMENTS:**

- 8-10 years event industry/operational management experience
- CMP, PMP and/or MBA Preferred
- Be a strong leader who can identify with all levels of the organization and client organizations
- Excellent organizational management skills with the ability to coach staff, develop high-performance teams, set and achieve strategic objectives, and manage a budget
- Proven ability to coordinate activities, events and carry projects and ideas from conception to completion
- Strong written and verbal communication skills
- Excellent time management, supervisory, and organizational skills
- Service Oriented
- In depth knowledge of diverse business functions
- Ability to relate well to people and work effectively in collaboration with diverse groups
- Proficient computer skills, to include Microsoft Word, Excel, and Outlook. Viper and NetSuite preferred.

**PHYSICAL DEMANDS / WORK ENVIRONMENT:**

- Must be able to sit / stand for 8 hours
- Walking, bending, light lifting up to 25 lbs.
- Ability to travel on a consistent basis