



## OPERATIONS MANAGER

**Department:** Operations

**Job Status:** Full Time

**FLSA Status:** Exempt

**Reports To:** Senior Operations Manager

**Work Schedule:** Monday - Friday, 8:00am to 5:00pm  
Some weekends and nights

**Positions Supervised:** None Directly, Indirectly on Events

**Effective Date:** January 26, 2023

**Last Revision Date:** February 14, 2023

### POSITION SUMMARY:

The Operations Manager is responsible for providing quality service in managing and coordinating the execution of all assigned programs. They are the main client point of contact (other than sales) and manage the expectations and experience, overall. Operations managers will oversee coordinators and on-call staff that are assigned to specific events. This position will oversee 4-8 clients simultaneously.

### ROLES AND RESPONSIBILITIES:

- Ability to create or manage the creation of Proposals for already booked business; as the account lead.
- Ability to create Service Agreements with Exhibit A (outlining services), and any Amendments or Addendums.
- Work with your supervisor to create the event work-flow, once a client is assigned.
- Be comfortable managing the team as lead for events (other ops, COO, CEO, etc.).
- Understanding and management of financial worksheets and all budgeting components per event from start to finish and close out; including the ability to track and maintain financial solvency for both EES and clients.
- Clear, concise and consistent client communications throughout the process (calls, meetings, emails) of managing a client and/or event.
- Update all documentation as needed, within existing systems.
- Upon receipt of file confirm venues and resources to be used to provide the service to the client, keeping accurate records and documentation of all conversations and managing your proposed work flow with the coordinator(s).
- Manage or produce detailed and professional Master Documents / Schedule of Services (all components) to be distributed in a timely manner prior to beginning of program to all staff, venues, vendors, etc.
- Working with your supervisor to coordinate all program staffing needs and ensure that all hired on-call staff members are adequately prepared and briefed on the program.
- Manage the coordination and contracting with all vendors for each of the event elements, allowing the coordinator to maintain daily communication with all vendors.
- Establish, maintain and continually update records of client activities within NetSuite and Viper with client requests, changes, additions and deletions.
- Throughout the pre-production stage, maintain high level personal contact with the client for the purpose of quality control, grow the program opportunities and complete client satisfaction.
- Interface with the client on-site throughout the event as needed.
- Ability to manage an extensive trade show and meetings calendar between multiple clients
- Ability to collaborate with the client to define the strategy and event requirements
- Ordering all booth material for trade shows, such as backwalls, booths, table cloths, etc.
- Ordering and managing exhibitor services for trade shows
- Manage shipping and receiving of all booth material for each show
- Researching and presenting new concepts and ideas to the client for driving booth traffic
- Securing booth contracts and confirming sponsorships/booth placement
- Managing the booking and registration of client representatives for both the show and hotel rooms



- Ensure that the profitability of each client program meets company and contract goals.
- Participate in site inspections as required by sales and clients.
- Other duties as assigned.

**REQUIREMENTS:**

- 5+ Years of event management and/or hospitality industry experience
- Strong computer skills with hands-on knowledge of Microsoft Office (Word, Excel, PowerPoint and Outlook), Gmail/Google Functions on a Mac, NetSuite/Viper
- Enjoys dealing with internal/external clients/customers and people in general in a professional and courteous manner
- Demonstrated communication and organization skills
- Service oriented keeping being flexible in the forefront of all activities
- Leadership skills, with steadfast resolve and personal integrity
- Strong written, analytical and interpersonal skills
- Ability to use critical thinking in problem solving
- Must reside in Nashville, TN
- Embodiment of our Core Values:
  - Lend a Hand
  - Do What You Say You're Going To Do
  - Own the Wow
  - Tell the Story
  - Get It Right the First Time
  - Viviendo ("living", love what you do and how you do it)

**PHYSICAL DEMANDS / WORK ENVIRONMENT:**

- Must be able to sit / stand for 8 hours
- Walking, bending, light lifting up to 25 lbs.
- Ability to work onsite, as needed.
- Ability to work both from home and an office.

Salary commensurate with experience.

**Employee Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_