



**Position: Operations Manager**  
**Facility Name: PA Convention Center**  
**Location: Center City Philadelphia**

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

### **Summary:**

SMG, the leader in privately managed public assembly facilities, has an excellent and immediate opening for an Operations Manager for SMG PA Convention Center. The Operations Manager shall be responsible for directing Set-up and Housekeeping labor, overseeing the conversion of the facility from one event to another and the pre-show and post show cleaning of the venue. The Operations Manager will work closely with various departments within the Center as well as Show Producers to ensure quality of services rendered to PCC clients.

### **Essential Duties and Responsibilities**

- Direct, supervise and schedule all aspects of the set-up and housekeeping staff.
- Assists with management of room set ups for shows and events.
- Assists with oversight of housekeeping.
- Plans, organizes and directs work of operations supervisors.
- Ensures building is properly set and all systems within the facility are complete and operating correctly, according performance specifications.
- Orders operational, housekeeping and event related supplies and maintains expenses within budget guidelines.
- Reviews and makes recommendations on modifications to policies and procedures for operations and event staffs.
- Oversees the training and scheduling of full and part-time operational staff.
- Assist the Director of Operations in development of the operating budget.
- Assist the Director of Facilities with formulation of capital spending plan.
- Ability to operate a forklift and other industrial equipment related to building management.
- Other duties as assigned.

### **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and Work Experience**

- High school diploma or equivalent.
- 3 years of experience in a supervisory capacity with major convention or hotel facility or equivalent position.
- Demonstrated technical knowledge of building maintenance and control functions is preferred.

## **Skills and Abilities**

- Must be able to work under limited supervision, demonstrate supervisory and leadership skills.
- Ability to work in a team environment and interact with all department levels and staff.
- Excellent problem solving and decision making skills.
- Professional presentation, appearance and work ethic.
- Computer knowledge includes Word, Excel, Microsoft Outlook and EBMS.
- Operating knowledge of forklifts, floor scrubbers and sweepers.
- Ability to work irregular hours, including nights, weekends and holidays, in addition to normal business hours. PCC is a 24-hour operation.

## **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 regularly required to move around the facility; to stand for long hours during events; talk and hear. This position may require work inside or outside of the building, as needed by events.

## **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**

This position offers a competitive salary and benefit package. Please send a copy of your most recent resume and cover letter which includes salary requirements to:

Nikia Jackson- HR  
PA Convention Center  
1101 Arch Street  
Philadelphia, PA 19107  
Email- [jobs@paconvention.com](mailto:jobs@paconvention.com).  
Fax 215-418-4823

Applicants that need reasonable accommodations to complete the application process may contact- 1-800-428-9000

SMG is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.