

Job Posted: January 22, 2010

Director of Operations

Job Description:

The **Niagara Convention & Civic Centre (NCCC)** is a new convention and entertainment facility scheduled to open in the spring of 2011. Located in Niagara Falls, Ontario, the NCCC is poised to be a dynamic and exciting addition to the Niagara Region. As a member of a winning and enthusiastic team of professionals, the **Director of Operations** will provide overall administrative planning, direction and policies for operating, assuring the highest quality service program to assure rebooking of events; insures an effective and cost-efficient program by controlling the operating budget; and performs related responsibilities as required. Coordinates all elements of facility operation. Directs the operation of personnel, payroll, billing, insurance, accounting, budget, data processing and purchasing. Plans and directs the operation and maintenance of the mechanical, electrical, HVAC, custodial, grounds, event set-up and changeovers, sound, lighting, stage hands, security, and patron services.

RESPONSIBILITIES

Financial /Administrative:

- Ensures an effective, cost-efficient operation by helping to prepare and administer annual budget.
- Supervises the disbursement of funds, establishes and maintains controls to insure that budget appropriations are not exceeded.
- Establishes, reviews and maintains a system of financial procedures, methods, accounts and controls and records.
- Budgets for capital improvements.
- Assists in the preparation and execution of the budget.
- Attends meetings to keep informed of current financial practices.
- Keeps cost records of work performed and makes cost estimates as requested.
- Invoices through EBMS for services rendered to be used in event settlement.
- Designs and maintains all financial policies and procedures.
- Acts as office manager responsible for the petty cash account, office equipment lease and purchase contracts, employee schedules, etc for operations.
- Supervises the processing of employee time sheets and accounts for labor, material and utility costs by event and cost category.
- Inspects the work of subordinates to ensure timeliness and completion
- Makes public presentations, prepares reports, reacts to inquiries and generally follows duties and responsibilities of a major hotel resident manager.

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- Protects corporate interests and integrity while maximizing corporate revenues and acts as a consultant to marketing personnel regarding major tenants and prospects.
- Schedules, coordinates and administers activities of all managers of special areas of operation.
- Substitutes for the President in her absence.
- Confers with the users of the facilities to create layouts and other arrangements for use the facility.
- Establishes, directs and monitors patron services standards to insure positive, professional image.
- Maintains logs, records and provides reports as required.
- Maintains inventory of equipment and supplies and makes requisition for proper levels of same.
- Attends internal meetings and represents the facility at external meetings as deemed necessary.
- Plans and coordinates a variety of facility set-ups, including family shows, concerts, sports, tradeshow and banquet configuration.
- Acts as principal event manager in dealing with patrons, promoters and working personnel.
- Prepares monthly reports including vandalism reports for the Director.
- Controls inventory of tools, furniture, keys and equipment.
- Provides liaison with all event managers and tenants on specifics of floor loads, utility and electrical applications, audio-visual and other technical aspects of operation.
- Administers the key program and regular inventories.
- Maintains all standards necessary to continue LEED designation.
- In conjunction with President establishes all emergency procedures for fire evacuations and all manuals for other emergency operations.
- Creates guidelines for security personnel's operations, usage of equipment, standards, etc...
- Assists in quantifying green consumption calculations for reporting and client needs.
- Ensures all staff is utilizing EBMS system to its maximum potential.

Staffing:

- Plans, schedules and supervises appropriate levels of personnel in all areas of responsibility.
- Selects and trains building engineers, custodians/set-up crew, technical director and security personnel.
- Assures the highest quality service to all tenants by establishing goals and supervising staff.
- Personally attends or assigns personnel to be present at events.
- Checks and verifies all payroll work sheets of personnel under his jurisdiction prior to approval of same.
- Plans, coordinates, schedules and supervises the work of subordinates.
- Develops and implements standard operating procedures for each area of responsibility, including an effective preventive maintenance program.
- Establishes, disseminates and monitors work performance and safety standards.
- Organizes and executes training and safety programs.
- Creates, reviews and conducts performance appraisals and takes appropriate disciplinary action when deemed necessary.
- Creates guidelines for security personnel's operations, usage of equipment, standards, etc...
- Provides training and professional development guidance to staff.
- Maintains appropriate records and keeps maintenance standards updated and relevant to the department.
- Handles employee grievances.

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Building maintenance:

- Monitors and evaluates the physical plant performance drawing upon and supervising technical trades personnel or contractors for services that ensure minimum disruption of the facility's operations.
- Implements and supervises safety and energy conservation programs for the facility
- Manages and schedules all preventative maintenance programs and testing programs for all facility equipment
- Insures all A/V equipment and systems are in operating order by establishing and carrying out a preventative maintenance program and minor repairs.

Custodial:

- Manages the Custodial Supervisor and oversees how subordinates are managed
- Monitors and evaluates performance of cleaning services, initiating corrective measures where required that ensure a high standard of facility cleanliness is maintained.

Related duties as required.

SPECIAL CHARACTERISTICS & ABILITIES:

- Ability to communicate well with others on a supervisory level and in a general work situation.
- Ability to work under high pressure in meeting urgent deadlines in spite of adverse consequences.
- Ability to establish and maintain effective working relationship with users, employees and the general public and to conduct meetings as required.
- Ability to anticipate problems and implement immediate corrective action.
- Ability to work long, irregular hours as dictated by programming.

KNOWLEDGE OF:

- Knowledge of accounting/budgeting reporting procedures.
- Knowledge and experience of electronic data processing systems and implementations.
- Knowledge of personnel management, equal employment issues, purchasing practices, public relations; oral and written communications.
- Knowledge of convention/tradeshow industry; leasing practices; principles of supervision and training, fiscal planning and management, public relations; sales and marketing; supervision and training plus oral and written communications.
- Knowledge and experience of other facility operations including drayage, decorators, maintenance, housekeeping, trades, audio-visual, electrical, food service, marketing, equipment, etc.

EDUCATION AND EXPERIENCE:

- Bachelor's degree in business, engineering or related field from an accredited four-year college or university preferred. Additional years of experience in a similar level may be substituted beyond the outlined minimum.
- Three years of responsible experience in a busy multipurpose facility that included events, concerts, sports, trade shows and banquets.
- Seven years experience in the convention center management and operating field.
- Valid Driver's license is required.

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HOW TO APPLY:

Applications may be sent to:

Niagara Convention & Civic Centre
6380 Fallsview Blvd, Suite 202
Niagara Falls, ON Canada L2G 7Y6
Tel: 905-357-6222
Fax: 905-357-6212
Toll Free: 1-888-997-NCCC (6222)

Via Email:

Those individuals wishing to submit their applications digitally may do so by sending a Word or Acrobat document(s) via email to: **careers@fallsconventions.com** — under the subject heading “Director of Operations”

NOTE: Along with your résumé and cover letter, please be sure to include your salary expectations.

Application Deadline:

The Niagara Convention & Civic Centre will be accepting applications until position is filled.