

# Smart Financial Centre Operations Manager

**Smart Financial Centre, Sugar Land's premier concert and entertainment venue, is currently accepting resumes for the position of Operations Manager. Smart Financial Centre hosts approximately 100 to 150 events per year including concerts, theatrical, and family shows and many other exciting events.**

Reporting to the Director of Operations, this position will assist with all aspects of facility maintenance, upkeep, and operations of the facility along with daily event and non-event operations of Smart Financial Centre. This position will work in close conjunction with the Director of Operations to supervise all departments to provide effective and efficient support for a host of full-time and part-time staff for operations and related procedures.

As part of duties, the Operations Manager will be responsible for scheduling and coordination of all maintenance and repair to provide the best upkeep of Smart Financial Centre. The job duties require support of all event operations as well as working with all sub-contractors/vendors for event services. Duties will revolve around all aspects of facility operations related to areas of maintaining and operating a multi-purpose venue during non-event and event periods.

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## **Minimum Qualifications:**

- Must have the ability and willingness to work long days, evenings and weekends and holidays.
- Two to three years' experience in the entertainment (arena, stadium or theater) industry or related field.
- Must have good organizational skills.
- Working knowledge of facility setups for events.
- Demonstrated managerial or supervisory experience in this field.
- Assist in the scheduling, training, and evaluation of staff on an ongoing basis.
- Plan and supervise daily, weekly, monthly, and yearly project work for Operations staff.
- Communicate effectively to ensure building remains in a presentable and safe state for clients and guests.
- Clearly communicate with staff (Full and Part-time) to assure a high morale and positive work environment.
- Develop and implement efficiencies and improvements on an ongoing basis for the Operations department.
- Knowledge of Microsoft Office, particularly Excel and Word, a must.
- Ability to lift at least 20lbs as needed.
- Perform other duties as needed.

## **Preferred Experience:**

- Energy/Building Automation Systems Management experience.
- Understanding of code compliance.
- Experience with AutoCad or other construction media preferred.
- Experience with Microsoft Office products, Excel, Word, & PowerPoint.
- Electrical power distribution understanding.
- Mechanical operations and ability to develop new ideas for operations.
- Construction documentation and ability to read and understand drawings.
- 5 years of operations in an event style venue preferred.

### **Job Description:**

- Provide superior customer service to all clients by ensuring events are setup correctly, the facility is clean and well maintained, and staffing levels are commensurate to needs and budget.
- Improve the operational systems, processes and policies in support of organizations mission -- specifically, support better management reporting, information flow and management, business process and organizational planning.
- Trains, evaluates, and supervises semi-skilled workers engaged in setup and take down of event related equipment such as tables, chairs, risers, staging, display booths, and audio-visual equipment while motivating staff to accomplish tasks on time and within budget.
- Complete ongoing training for the Operation Staff as required by OSHA.
- Maintains Operation Staff's adherence to safety standards.
- Review and approve all operational invoices and ensure they are submitted for payment.
- Communicates with all crew personnel to assure strong employee morale.
- Work with vendors to supply all goods and services to maintain budget-oriented facility.
- Ability to make repairs to all systems as needed in an event facility to maintain operational readiness.
- Understand and utilize all aspects of mechanical, electrical, and plumbing systems within the facility.
- Create, modify, and coordinate maintenance management program work orders with staff, vendors, and contractors.
- Work directly with Director of operations to direct, plan and coordinate essential services such as guest relations, security, maintenance, parking, cleaning, catering, waste disposal and recycling.
- Work closely with Production to manage and support event production needs.
- Continual planning for best allocation and utilization of space/resources for building operations.
- Coordination and policing of contractors to ensure that all work completed is satisfactory while following up on any deficiencies.
- Work closely with Director of Operations to ensure operations and processes are adhered to maintaining an exceptionally safe and customer friendly environment.
- Respond appropriately to emergencies or urgent issues as they arise and dealing with the consequences.
- Provide new ideas and operational parameters that better serve a venue with unique operational standards.
- Ability to make decisions under pressure.
- Work with local city emergency response services on event and non-event procedures and policies.

All above duties and responsibilities are a minimum and not a complete enumeration of daily work requirements. As an event based venue, job requirements and overall responsibilities will change over time.

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**This position is a full-time, exempt position, with a salary structure commensurate with experience. In addition, a competitive benefits package including medical and dental coverage; paid vacation; 401(k) and relocation assistance is offered.**

Background check clearance and I-9 documentation as required by law.

ATG is an equal opportunity employer.

Please submit resumes and qualifications to: [MikeVanNote@theambassadors.com](mailto:MikeVanNote@theambassadors.com)