



Job Title: Operations Assistant Manager
Department: Operations
Reports To: Operations Director

Summary

Under the supervision of the Director of Operations and Leadership of the Operations Manager, the Assistant Operations Manager, direct contact of the Lead Hand and Supervisory staff, manages, supervises, coordinates and communicates the day-to-day activities of the SMG Operations Department .

The Assistant Operations Manager is accountable for daily managing all operational activities required to operate, maintain, schedule, staff and deliver quality customer services to tenants, visitors, guests and user groups within the Hershey Centre and Community Rinks 2-3-4 and the Mississauga Sportzone and surrounding grounds/property.

The position is responsible to deliver quality services to all scheduled events, functions and programming through the coordination, communication or by performing the following essential duties personally or through subordinate SMG supervisory staff, fulltime staff / part-time seasonal staff or labour agency support.

Essential Duties and Responsibilities as Assistant Manager

1. Provide Leadership for the department in the following areas of interest.
 - Customer Service / Deliverable Quality Services / Operations Efficiencies / Staff Development / Staff Retention and Job Satisfaction / Communications.
2. Serve as Operations Manager in his/her absence.
3. Lead the coordination through the Conversion Supervisor for all facility scheduled event the includes:
 - OHL Hockey, NBA D-League Basketball, MASL / Team Canada Indoor Soccer
 - Special event / concerts / function setups and teardowns
 - Ensuring all SMG and industry standards “best practices” are in place, communicated and being upheld.
 - Meeting stringent deadlines in a fast paced work environment
4. Proficient in maintaining building assets in the areas of electrical, plumbing, carpentry and janitorial requirements in a time effective manner.
5. Supervision of in-house Operations maintenance, janitorial and housekeeping team.
6. Serve as Operations representative with the City of Mississauga’s Facility & Property Maintenance (F&PM) and SMG outside contracted services to maintain building, assets and property.
7. Interview, hire, train, coach, mentor, corrective instructions / disciplinary actions to full time and part time personnel. Implement facility rules, regulations, policies and procedures. Provide clear, concise, and timely communication of directives to other departments.
8. Assist Operations Manager as main contact for in-house janitorial and contract custodial services, while ordering and maintaining adequate cleaning supplies and equipment.
9. Administration duties as per department / position requirements.



10. Assist the Operations Manager in managing the Operations department by, supervising and scheduling all aspects of operations, including engineering; building and grounds; technical services including E.S.A., T.S.S.A., M.O.L, and W.S.I.B. compliance.
11. Investigate, analyze and resolve operational problems and complaints. Anticipate problems and appropriate solutions.
12. Perform building opening and closing procedures. Assist in providing facility security. Ensure procedures are followed in the event of evacuation, fire alarms, injuries, and prepare related incident reports.
13. Other duties as assigned.

Qualifications & Skill Requirements

- Secondary school graduate.
- Must possess valid Ontario class “G” driver’s license.
- Minimum supervisory experience preferred of 3 years related work experience. Ability to work with limited supervision and as a team leader.
- Basic computer skills including the ability to use the Microsoft Office suite of programs including Word and Excel.
- Ability to develop good rapport with management, subordinate staff, tenants, fellow employees and the general public.
- Ability to prioritize and to handle multiple projects simultaneously, excellent organization skills while working under tight deadlines.
- Demonstrated familiarity with variety of hand tools and maintenance equipment.
- Ability to do heavy lifting and ability to work at heights
- Professional presentation, appearance and work ethic
- Requires ability to work flexible hours, including nights, weekends and holidays, in addition to normal business hours.

Qualified applicants are invited to submit a resume and cover letter to: david.hamilton@mississauga.ca. Please include your salary expectations and available start date.

We thank all applicants for their interest but only those selected for further consideration will be contacted. SMG Canada ULC is an equal opportunity employer.

SMG turns 40 in 2017! Celebrating its 40th anniversary and founded in 1977, SMG provides management services to 233 public assembly facilities including convention and exhibition centers, arenas, stadiums, theaters, performing arts centers, amphitheatres, equestrian facilities, science centers and a variety of other venues. With facilities across the globe, SMG manages more than 15 million square feet of exhibition space and more than 1.5 million sports and entertainment seats. As the recognized global industry leader, SMG provides venue management, sales, marketing, event booking and programming, construction and design consulting, and pre-opening services for such landmark facilities as McCormick Place & Soldier Field in Chicago, Moscone Convention Center in San Francisco, Houston’s NRG Park and the Mercedes-Benz Superdome in New Orleans. SMG also offers food and beverage operations through its concessions and catering companies, currently serving more than 140 accounts worldwide. For more information visit www.smgworld.com.