



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

Summary

With this exciting manager position, you will coach, mentor and lead our Operations Supervisors, Building Operators, Maintenance and Housekeeping Personnel in all aspects of SMG Operation procedures and activities of a large, multi-purpose sports and entertainment complex known as the Hershey Centre / Community Rinks and Mississauga Sportzone. You also will be utilizing the City's Facility and Maintenance Department and SMG Contracted Services to ensure our facility is maintained to the high standards of a facility that houses the CHL-OHL Mississauga Steelheads the NBA G-League Raptors 905.

Essential Duties and Responsibilities

- Assist the director in supervising and scheduling all aspects of building operations, including building maintenance and grounds; technical services; event conversions; public safety; custodial services and staff/payroll administration, staff training and SMG policy and procedures discipline.
- Coordinates the operations activities with other building departments (i.e., Events, Guest Services, and Food & Beverage) and show-related contractors and promoters.
- Establish full time and part-time work schedules, posted 2 weeks in advance, and payroll is submitted in a timely manner to HR manager.
- Ensure facility rules, regulation policies and procedures are upheld. Clear and concise direction of daily department goals and objectives.
- Anticipate department problems and appropriate solutions. Investigate, analyze and resolve operational problems, deficiencies, and service complaints.
- Provide clear, concise, and timely communication of directives to other departments through all means of communication 24/7/365.
- Ensures that operations department receives pertinent information for most effective use of the facility and staffing.
- Facility presentation, readiness, staffing levels / dress code and smooth operation of building events is always our objective.
- Responsible for department documentation to HR, Finance, and department Director completed as required and submitted in a timely manner as established.
- Responsible for the Master MSDS log in the facility.
- Serves as Manager on Duty as required.
- Other duties may be assigned.

Managerial Responsibilities

- Manages the following staff: Operations Assistant Manager, Lead Hand of Supervisors, Conversion Coordinator and Maintenance Supervisor
- Ensure department goals and objectives are achieved including the following: City of Mississauga, SMG Corporate, Customer Service, Operations Service, Building/Event Conversions, Public Safety, Tenant &



Client/User Group satisfaction, Staff Development and Training, Compliance with all Federal, provincial and municipal by-laws.

- Is responsible for the overall direction, coordination, and evaluation of these units.
- Interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding; disciplining employees in conjunction with Human Resources; addressing complaints and resolving problems.

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.

- Bachelor's Degree from technical college with major in Management or Maintenance Engineering
- Minimum of 2 years supervisory or management experience in a similar setting
- Additional experience may be substituted for education
- Excellent organization skills
- Ability to prioritize and to handle multiple projects simultaneously
- Good written, verbal and interpersonal skills required; ability to interact with all levels of staff including management
- Ability to effectively supervise staff
- Strong customer service skills
- Professional presentation, appearance and work ethic
- Some computer skills
- Ability to work with limited supervision and as a team member
- Ability to work flexible hours, including nights, weekends and holidays in addition to normal business hours
- Ability to do heavy lifting and ability to work at heights, and required to walk extensively
- Requires interior and exterior work with some exposure to adverse weather conditions.

How to Apply

Qualified applicants are invited to submit a resume and cover letter to: david.hamilton@mississauga.ca by **Friday, August 11, 2017.**

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, amphitheaters, 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.