

Job Title: Operations Manager

Purpose Overview

The Operations Manager provides project management and coordination for trade shows, pavilions, and events. This includes budgeting, communications, internal and external collaboration, scheduling, coordinating services, booth production, arranging for temporary staffing services, décor, catering, and other projects as directed.

Essential Duties and Responsibilities

- Create Request for Proposals (RFP) and negotiate costs with vendors
- Develop a vendor selection for all aspects of our show operations including, staffing, security, general service contractor, A/V, venue
- Review and negotiate estimates
- Take ownership of the entire project including production schedules, budget, and vendor selection; (quality, delivery, execution, and deadlines)
- Manage the production schedule and control the budget
- Oversee the production processes, constantly communicate with the internal show team, and ensure that needs are being met
- Collaborate with the internal teams and external partners on strategy, while considering expectations, timeline, budget, and ease of implementation
- Ensure effective communication of timelines, deadlines, deliverables, and pertinent details
- Partner with the show team to ensure workflow is monitored and assessed and resources are effectively allocated and utilized
- Assist in gathering/reporting data for forecasting purposes
- Participate in performance reviews

Knowledge & Abilities

- Strong negotiation skills.
- Experience managing budgets and cost management skills
- Demonstrable experience in achieving the company's goal with cost-efficiency.
- Ability to work independently and in a team environment
- Strong presentation, organizational, and planning skills
- Excellent English verbal and written communication skills
- Must be a motivated and energetic self-starter.
- Ability to work in a fast-paced, results-oriented environment
- Travel is required

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

- Ability to be present in the office
- Ability to travel
- Ability to pass a background check and drug screening test

Education

Qualifications and Work Experience

- Minimum of 4 years of college or equivalent experience
- Minimum of 3 years of trade show, exhibit, events, production, or related experience
- Minimum of 3 years management experience

Basic Qualifications:

- Knowledge of exhibit operations and procedures
- PC skills
- Proficiency in Microsoft Office Suite
- Familiarity with Smartsheet and SalesLogix desired
- Organization and time management skills
- Proven ability to multi-task, manage multiple priorities, and meet deadlines
- Strong customer relations
- Client support skills
- Travel required
- Ability to work a flexible and demanding schedule

Physical Demands

The physical demands listed here are representative of those that must be met by an employee to successfully perform the essential functions of his/her job. Under the ADA, reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Ability to work long hours on-site at shows.
- Ability to sit, stand, walk, travel up and down stairs, crouch, stoop, and reach.
- Ability to lift up to 50 lbs.

Work Environment

The work environment characteristics listed here are representative of those an employee encounters while performing the essential functions of the job. Under the ADA, reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Basic office environment
- Basic trade show environment

The above statements are intended to describe the general nature and level of work being performed by an individual assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified.