

# **FAIRFIELD ARTS & CONVENTION CENTER**

## **Operations Manager Job Description**

**Job Title:** Operations Manager  
**Status:** Full-time, Salaried  
**Hours:** Required to work all hours-days, nights and weekends. Required to work events and continued hours of work may be long and varied.  
**Department:** Administration  
**Reports to:** Executive Director  
**FLSA Status:** Exempt  
**Date Prepared:** December 15

### **SUMMARY**

The Operations Manager is responsible for day-to-day functions at the Fairfield Arts and Convention Center including staff management and scheduling, event administration and execution, purchasing, facility management and developing and maintaining customer relations.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### **STAFF MANAGEMENT**

- General facility and event management in cooperation and communication with executive director
- Leadership and accountability management of Center employees. Direct reports to be determined by executive director
- Responsible for employee scheduling, time and attendance management, new hire administrative duties, benefit personal time off coordination, general employee training and activities

#### **EVENT ADMINISTRATION AND INCOME/EXPENSE MANAGEMENT**

- Master Calendar - maintain and distribute event and staff assignments daily
- Facility Contracts - Administer event and facility rental contracts within seven days of request or sale
- Event Settlements– supervise event settlement procedure with attendance report to executive director and bookkeeping within three business days following event and update management report weekly
- On-site cash management - Maintain cash/coin bags cash points of sales with bookkeeper
- Vending machine cash collections and supervise product refilling
- Sort mail daily, code invoices for proper accounting
- Responsible for purchasing approvals, vendor selection, negotiation and verifying receipts against payments
- Reconcile food and beverage sales receipts with inventory and catering partners
- Maintain adequate inventories of office supplies, food and beverage products and general facility supplies

#### **FACILITY REPRESENTATIVE**

- Maintain daily office hours of 8 a.m. – 5 p.m. Complimentary time off may be arranged with Executive Director as appropriate
- Serve as customer relation representative for individuals and organizations renting facilities
- Greet visitors and answer phones and route calls to appropriate staff, when necessary
- Arrange all hospitality, lodging and merchandise requirements for events and/or artists
- Lead weekly manager and staff meetings
- Manager-On-Duty for evening and weekend events (on rotation with other managers) with primary responsibilities of applicable event settlements, customer service, safety and security and general event management and problem solving

### **LONG RANGE PLANNING**

- Assist with identifying capital expenditures and equipment and maintenance needs with management team
- Assist with developing and implementing facility and equipment maintenance program with management team
- All other duties as assigned by the Executive Director

### **LIMITS TO AUTHORITY**

- This position does not have ability to hire or fire personnel
- Purchases over \$100 requires approval of Executive Director in first 90 days of employment
- Event contract changes must be approved by the Executive Director

### **QUALIFICATIONS**

- Bachelor of Arts or Science Degree or equivalent required or 3 years experience
- Ability to carry out written or oral instructions
- Ability to understand equipment manuals and client contracts
- Ability to write reports and business correspondence
- Ability to do basic math skills
- Proficiency with computers and related programs (Word, Excel, Outlook, Power Point)
- Ability to perform physical labor (lifting up to 50 pounds on occasion)
- Must maintain high standards of quality and attention to detail
- Must project a professional and friendly manner in all contacts with clients, patrons and employees
- Must provide honest and ethical standards in the work environment
- Valid driver's license