



**Position Announcement:**  
**Greenville, South Carolina**



**POSITION:** Operations Manager II  
**DEPARTMENT:** Operations  
**REPORTS TO:** Assistant General Manager  
**FLSA STATUS:** Exempt

### **SUMMARY**

This is a hands-on position responsible for managing the setup and custodial requirements of events.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Ensure the set-up of the conference center, exhibit halls and ballroom according to floor plans.
- Create employee schedules, production schedules and timelines consistent with client access requests and food and beverage needs.
- Identify business needs and communicate through various labor agencies to fulfill staffing levels.
- Lead and mentor crews promoting strong urgency, accuracy and efficiencies.
- Attend weekly operations meetings as scheduled.
- Oversee custodial crews in absence of Operations Manager to assure cleanliness of facility.
- Follow proper housekeeping and sanitation methods set forth in Bloodborne Pathogen Policy and Hazardous Communications Policy.
- Order and maintain proper par levels of supplies and equipment such as linen, tables, chair skirting, pads, pencils, etc. related to set-up of events.
- Responsible for proper storage of supplies and equipment.
- Responsible for water coolers for events as directed.
- Assist with general maintenance of equipment as necessary and deemed appropriate by the Engineering Manager.
- Supervise set-up and custodial staff in a manner consistent with SMG Human Resource Policies and Procedures.
- Discuss all employee-relations issues with the HR Manager and provide appropriate corrective action as necessary. Submit documentation to Human Resources.
- Assure the safety of the work environment and report any potential hazards to the AGM, or Human Resources.
- Document all work-related injuries and illnesses by using the Employee Accident Report forms and submit to Human Resources within 24 hours. Copy the HR Manager and AGM.
- Attend weekly meetings as scheduled.
- Perform other duties as assigned by the AGM.

## **QUALIFICATIONS**

- Ability to read a floor plan and follow directions for proper set-up of rooms.
- Must be able to work an irregular schedule as needed – 2<sup>nd</sup> or 3<sup>rd</sup> shift and/or weekends.
- Excellent communication skills.
- Ability to work under pressure to meet deadlines.
- Must be able to adapt quickly to changing priorities.
- Strong leadership ability.
- Ability to operate a personal computer and utilize Microsoft Word, Excel and Outlook.
- Ability to learn new computer applications.
- Ability to work in a fast-paced environment and meet tight deadlines.
- Ability to lift 50 lbs. without mechanical assistance.
- Ability to become certified to drive a forklift and scissor lift.
- Ability to operate equipment in a safe manner consistent with OSHA regulations and SMG procedures.

## **EDUCATION AND WORK EXPERIENCE**

- High school diploma or equivalent.
- Bachelor's degree or similar work experience preferred.
- Two (2) years of successful experience in a supervisory role preferred.

## **PHYSICAL DEMANDS**

- Daily lifting up to 50 lbs. Daily carrying up to 40 lbs. for up to 5 mins.
- Constant standing, walking, bending, stooping. Constant reaching, moving furniture and equipment.

## **WORKING ENVIRONMENT/CONDITIONS**

- This position is not substantially exposed to adverse working conditions.
- May have limited exposure to chemicals used for cleaning
- Working knowledge of utilizing PPE and a general understanding of maintaining safety

## **HOURS OF WORK AND TRAVEL REQUIREMENTS**

- Minimum of 40 hours per week.
- Overtime will be required.
- Irregular schedule including evenings, weekends, and/or holidays as determined by event schedule.

**TO APPLY:**

If you meet the minimum qualifications listed above and are interested in this position, please apply at:

[https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000473078506&\\_fromPublish=true#/](https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000473078506&_fromPublish=true#/)

**Recruiter:**

LaTomya Doctor  
SMG – Greenville Convention Center  
One Exposition Drive  
Greenville, South Carolina 29607

Applicants that need reasonable accommodations to complete the application process may contact 864-255-5864

SMG is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.