



Position: Operations Manager
Facility Name: BMO Harris Bank Center & Coronado Performing Arts Center
Location: Rockford, IL

POSITION: Operations Manager
DEPARTMENT: Finance
REPORTS TO: Sr. Operations Manager / Director of Operations
FLSA STATUS: Salaried Exempt

Summary

ASM Global, the leader in privately managed public assembly facilities has an excellent and immediate opening for an Operations Manager at the BMO Harris Bank Center, Coronado Performing Arts Center and Davis Park in Rockford, IL. Under general supervision of the Sr. Operations Manager or Director of Operations, the Operations Manager is responsible for the daily activities required to run, maintain, and service the facilities and the events by performing the following duties personally or through reporting staff and/or contractors.

The Operations Manager will oversee operations including subcontractors and perform management functions at venues and events. This position will work closely with general staff to provide a high-level customer service in order to ensure a friendly and safe environment at all events, work with the team on developing policies and procedures, and assist with planning and cost estimates. Additionally, the Operations Manager will oversee equipment and supplies inventory and provide input on venue improvements. The Operations Manager will be responsible for the performance metrics of the team and subcontractors, the predictive and preventive maintenance of all the equipment of the property as well as the corrective actions when necessary. Building compliance and safety as per OSHA standards is a plus for this position.

Essential Duties and Responsibilities

Include the following. Other duties may be assigned.

- Lead maintenance staff in the thorough and efficient maintenance of all facilities in the areas of general repair and cleanliness, HVAC, electrical, plumbing, among others as identified and appropriate. These duties include training; planning, assigning and directing work; appraising performance; rewarding and disciplining; addressing complaints and resolving problems.
- Perform daily payroll functions including timesheet approval, entering employees into the timeclock and data entry into the payroll system in a timely manner.
- Provide technical support, oversee and/or assist with repairs and maintenance of all facility systems and equipment.
- Schedule, coordinate/monitor general maintenance of facility.
- Investigate, analyze, and resolve operational problems and complaints.
- Continuously review departmental needs and recommend repairs, maintenance or special projects.
- Operate equipment such as light trucks, pallet jacks, forklifts, scrubbing machines or other light power-driven equipment.
- As available, use CMMS platform and/or ASM Global Maintenance Management tools to establish and follow preventative maintenance program for all machinery and equipment.
- Maintain a semi-annual inventory of all equipment and supplies.
- Care for the ice sheet and related equipment, either personally or by leading staff, including:

- overseeing installation, maintenance and repairs of ice surface which includes properly adjusting slab temperature; painting base color, lines and logos, and building sheet;
- preparing ice for all practices, games, and other ice events;
- removing debris, checking ice depth, scraping, edging, and resurfacing ice;
- maintaining and setting up glass and dasher walls;
- maintaining game and practice nets;
- keeping sufficient inventory of vital equipment and supplies is on-hand including glass, bolts, shims and others as identified; and
- assisting with general related maintenance of the building in between games and ice events.
- Assist Director of Operations with:
 - ensuring building licenses and certifications are current;
 - ensuring proper and efficient operation of central Building Management System (BMS);
 - ensuring that all safety systems are operating and in compliance with codes, ordinances and laws;
 - ensuring adherence to OSHA, NFPA and other safety codes as well as compliance and adherence to hazardous materials standards, codes, licenses, recordkeeping and permits with the goal being a constant safe working environment;
 - responding to and correcting alarms from building automation and life safety systems;
 - developing an emergency action plan for system malfunctions or breakdowns which includes corrective actions and solutions;
 - preparing periodic reports for our stakeholders;
 - preparing the annual operating budget and providing insight into the annual capital budget for long range repairs and improvements to the facility; and
 - identifying maintenance and repairs which require contracted services including HVAC.
- In the Director of Operations' absence:
 - act as contact for suppliers, contractors and vendors; and
 - monitor and/or direct the work of contractors on building projects.
- Establish and maintain effective working relationships with managers, supervisors, employees, patrons, clients, service providers, and corporate.
- Assist other Operation Department divisions to expedite set-up and teardown of events whenever possible.
- Provide clear, concise, timely and open lines of communication with other departments
- Anticipate problems and appropriate solutions.
- Work extended and/or irregular hours including nights, weekends and holidays, as necessary.
- Other duties and responsibilities as assigned.

Supervisory Responsibilities

Directly supervises the Operations Department staff. Carries out supervisory responsibilities in accordance with ASM's policies and applicable laws. Responsibilities include 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.

Education and/or Experience

- A minimum education level of High school diploma or GED; BS preferred, especially Engineering Degree.
- Good written, verbal and interpersonal skills required; ability to interact with all levels.
- A minimum of 5 years of related work experience. Experience with HVAC equipment or advanced level in at least two (2) of the following areas: carpentry, electrical, plumbing, masonry or mechanical preferred.
- Ability to prioritize and to handle multiple projects simultaneously.
- Proficiency with Microsoft Office Suite (Excel, Word, Outlook, MS Project); ability to learn required business systems.
- Must be able to work independently to accomplish work objectives, as well as in a team environment.
- Experience supervising, coaching, and or leading productive teams.
- Professional presentation, appearance and work ethic.
- Ability to work flexible schedule including nights, weekends, and holidays.
- Ability to organize and prioritize work to meet deadlines. Work effectively under pressure and/or stringent schedule and produce accurate results.
- Any engineering or maintenance certifications are highly desirable.
- Experience with ice installation and maintenance is highly desirable.
- Project manager experience is a plus.
- CMMS platform knowledge is a plus.
- Any experience and/or training in the public assembly facility management industry is a plus.

Knowledge, Skills and Abilities

- Demonstrate knowledge and proper use of tools, equipment, methods, practices and materials of trades involved in facility operations.
- Know general techniques in plumbing, electrical wiring and ventilating systems to be able to assist and oversee maintenance staff and contractors.
- Understand and work from general instructions and specifications and follow blueprints, sketches and preventative maintenance schedules.
- Follow all safety precautions, building codes, rules, regulations, and risk management and emergency procedures.
- Possess any licenses, certificates or training required by local, state or national authorities for the operation of the equipment found in the facility.
- Work independently, exercising judgment and initiative.
- Organize and prioritize work to meet deadlines. Work effectively under pressure and/or stringent schedule and produce accurate results.
- Maintain an effective working relationship with clients, employees, exhibitors, patrons and others encountered in the course of employment.
- Remain flexible and adjust to situations as they occur.
- Possess strong attention to detail.
- Engage in decision-making that is generally governed by procedure and guided by policy. Communicate through verbal, e-mail or written means to supervisors, managers and upper management.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The employee must be able to lift and/or move up to 50 pounds.

- This position requires stooping and lifting, substantial walking and manual dexterity. Must be able to stand for long periods of time.
- Must perform strenuous physical duties at times, including lifting, carrying, moving and climbing.
- Operate equipment such as light trucks, pallet jacks, forklifts, boom lifts, scrubbing machines or other light power-driven equipment.
- This position requires work inside and outside of the building and some exposure to adverse conditions.

NOTE

The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

To Apply

External -

<https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000773674306#/>

Internal –

<https://recruiting.adp.com/srccar/nghome.guid?c=1152751&d=InternalCareerSite&r=5000773674306#/>

Recruiter-Gretchen Gilmore
BMO Harris Bank Center
300 Elm St.
Rockford, IL 61101

Applicants that need reasonable accommodations to complete the application process may contact
815-489-8233

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