



Position Announcement: Operations Manager

Facility Name: BB&T Arena

Location: Highland Heights, KY

POSITION: Operations Manager

DEPARTMENT: Operations

REPORTS TO: Director of Operations

FLSA STATUS: Salaried Exempt

ASM Global, the leader in privately managed public assembly facilities has an excellent and immediate opening for an Operations Manager at BB&T Arena in Highland Heights, KY. The Operations Manager is responsible for all aspects of facility maintenance and engineering by ensuring that all building systems are maintained and working properly.

MAJOR RESPONSIBILITIES:

- Ensures proper and efficient operation of central Building Management System (BMS).
- Schedules, coordinates/monitors general maintenance of facility.
- Develops an emergency action plan for system malfunctions or breakdowns, develops corrective actions and solutions.
- Provides technical support, oversees and/or assists with repairs and maintenance of all facility systems and equipment.
- Ensures proper utilization of the Work Order and ASM Global Maintenance Managers systems.
- Acts as contact for suppliers, contractors and vendors.
- Develops and facilitates operating procedures and maintenance programs that conform to manufacturer's recommendations for systems, purchased equipment and corporate standards, which are customized to the specific needs of the facility and consistent with the goals and objectives of the client, facility and event requirements.
- Manages and maintains the energy management program in place. The Operations Manager is in charge with continuously seeking ways to develop and implement energy saving programs and procedures.
- The Operations Manager also prepares monthly, quarterly and annual reports detailing maintenance tasks, expenditures made.
- Assists in the preparation of the annual operating budget and provides insight into the annual capital budget for long range repairs and improvements to the facility. Recommends and /or authorizes the requisition of equipment and supplies within budget guidelines.
- Monitors and/or directs the work of contractors on building projects.
- Ensures 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.
- Ensures that all safety systems are operating and in compliance with codes, ordinances and laws.
- Maintains a semi-annual inventory of all equipment and supplies.
- Operate equipment such as light trucks, pallet jacks, forklifts, scrubbing machines or other light power driven equipment.
- Respond and correct all alarms from building automation and life safety systems.
- Assist other Operation Department divisions to expedite set-up and teardown of events whenever possible.
- Work extended and/or irregular hours including nights, weekends and holidays, as needed.
- Other duties as assigned.

WORKING CONDITIONS:

- Physical requirements include the ability to communicate verbally, walk, carry, crawl, climb, kneel, move around facility and lift at least 25 lbs.
- This position is not substantially exposed to adverse conditions.

KNOWLEDGE, SKILLS & ABILITIES:

- Demonstrate knowledge and proper use of all 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 HVAC and Electrical Technicians 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.

QUALIFICATIONS:

- Any engineering or maintenance certifications are highly desirable.
- Any experience and/or training in the public assembly facility management industry is a plus.
- Must possess good written and verbal interpersonal skills.
- Ability to prioritize and handle multiple projects simultaneously.
- Must have sufficient computer skills to operate CMMS, BMS and/or other automated systems.
- Must possess a working knowledge of Excel, Word and Outlook.
- Professional presentation, appearance and work ethic.

EDUCATION AND/OR EXPERIENCE:

- Graduate of an accredited technical school and/or training or equivalent combination of education and experience.
- Minimum three (3) years building operations engineering experience.
- Preferred experience with HVAC equipment or advanced level in at least two (2) of the following areas: carpentry, electrical, plumbing, masonry or mechanical.
- Possess any licenses, certificates or training required by local, state or national authorities for the operation of the equipment found in the facility.
- Must be able to work within a team and independently with little or no supervision.

This is a full-time Monday through Friday Exempt position with extended night and weekend work as needed or when scheduled events dictate. The Operations Manager is essentially on call 24/7.

PLEASE NOTE: This position is required to pass a background check.

TO APPLY:

This position offers a competitive salary and benefit package. Resumes *must include salary requirements* for consideration and **must be submitted through our online process**. Please visit our website www.thebbtarena.com, click **ARENA INFO** and choose **Employment Opportunities** and click on the **Application** button.

NOTE: Only applicants that apply through our online portal will be considered.

Recruiter:

Tammy Fryman
HR Mgr./Executive Assistant
500 Nunn Drive
Highland Heights, KY 41099
hr@thebbtarena.com
Ph: 859/292-2886
Fax: 859/442-2659

Applicants that need reasonable accommodations to complete the application process may contact Tammy Fryman directly at 859-292-2886.

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

Date Opened: 8/4/2021

Closing Date: When filled