



PAINTS ARENA

Position Title: Quality Control Manager

Reports to: Director of Operations

Department: Operations

FLSA Status: Salaried Exempt

POSITION SUMMARY

The Quality Control Manager will be the main liaison with third party contractors such as, but not limited to, Housekeeping, Vending, Waste Management/Recycling, Pest Control, Material Handling, Landscaping and Snow Removal. They will coordinate planning and implementation of associated work for all vendors, inspect quality of work and report on overall performance. The highest standard of excellence is required to be upheld at all times as it relates to quality and timeliness of work.

ESSENTIAL DUTIES and RESPONSIBILITIES include the following:

Other duties may be assigned.

Lead the work order process by generating work orders to the appropriate department to ensure timely follow-up, generate weekly spreadsheets tracking work orders and project work status with associated costs and work closely with all departments to assess work order needs and provide estimate

Manage third party service providers by enforcing the agreed upon scope of services within the various signed service agreements. Ensure the highest quality of service is being delivered at all times

Work with Director of Operations to conduct ongoing reviews of budgets and staffing plans; recruiting, training, supervising, and evaluating departmental personnel and service providers

Perform daily inspections of the interior and exterior of the arena property

Work with Operations Manager to plan, schedule and price out various projects including the coordination with third party contractors

Engage CMMS checklist systems to ensure full optimal productivity by every department

Develop and manage standard operating procedures as they relate to third-party vendors, work order completion, safety and inventory control

Create and implement purchasing and inventory control systems as it relates to consumable items, tools and equipment within Operations and third-party vendors

Projects as required by the Director of Operations

SPECIFIC JOB KNOWLEDGE, SKILLS AND EXPERIENCE:

Bachelor's degree, or equivalent, in any field plus 5 years of progressively responsible positions and/or post baccalaureate experience in the job offered

Specific experience as it relates to an 18,000+ seat sports and entertainment facility; organizing and directing event requirements for sporting and entertainment arena events

Experience working with Unions and the related trades

Must be organized, detail orientated and have the ability to handle multiple projects simultaneously

Experience managing a detailed sustainability program

Working knowledge of tools and equipment related to managing a multi-purpose sports and entertainment facility

Must have a continuous drive and passion for creating an exceptional experience for all guests, employees, tenants and teams

Knowledge and previous experience working with NBA, NHL/AHL, NCAA (hockey and basketball), FELD Entertainment, and other concert and family show promoters preferred

Experience in developing and managing budgets

OTHER REQUIREMENTS:

Must have a flexible schedule, with the ability to work nights, weekends, and holidays when necessary. The ability to demonstrate dependability and reliability by being punctual, working assigned and varying shifts and completing responsibilities in a timely manner are required

Must have the ability to stand, sit, crouch and bend throughout the course of daily activities

Ability to work in various climates based on the environment

Must have the ability to stand or sit in one location for a minimum of four hours at a time

Working knowledge of Microsoft Office (Word, Excel, PowerPoint and Outlook)

Must have the ability to read, write and understand English in a working environment