



**JOB TITLE:** Operations Manager  
**FLSA:** Exempt

**DEPARTMENT:** Operations  
**REPORTS TO:** Director of Operations

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### **SUMMARY**

The Operations Manager will oversee multiple functions within the areas of building operations and maintenance for PPG Paints Arena. The position supervises and coordinates the activities of workers engaged in the Carpentry, Electrical, Engineering, Housekeeping and Utility trades. This role also project manages and oversees ongoing building maintenance.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Direct supervision and development of Carpenter, Electrical, Engineering, Housekeeping and Utility Departments. Hires, assign work, monitor activities and performance tracking, conduct appropriate coaching, counseling and training, discipline and terminations.
- Ensure staff compliance with all applicable company policies and procedures
- Develop, train and enforce standard operating procedures in accordance with OSHA, NFPA and other applicable safety codes
- Create, manage, disseminate work orders and tasks for all building trades
- Develop and maintain working relationships with vendors and suppliers
- Act as Manager on Duty for events, supervising Operations event staff
- Monitor department budget and provide budgetary information to senior management
- Turnkey Project Management for large or capital improvements
- Establish preventative maintenance programs and develop life cycle plans

### **QUALIFICATIONS:**

- BA/BS degree in Sports/Facility Management or related field or equivalent experience
- 3-5 years of related work experience
- Excellent organizational, planning and interpersonal skills
- Previous supervisory experience
- Ability to prioritize multiple projects and work with minimal supervision
- Excellent problem solving and oral and written communication skills
- Working knowledge of the principles of facility management, services, equipment for a similar facility
- Professional presentation, appearance, and work ethic
- Ability to work flexible and extended hours, including nights, graveyard shift, weekends and holidays, in addition to normal business hours.

**SUPERVISORY RESPONSIBILITIES:**

Directly supervises employees in the Operations Department. Carries out supervisory responsibilities in accordance with OVG360 policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**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.

Physical requirements include the ability to operate a keyboard and move around the facility; use hands to finger, handle or feel; reach with hands and arms, stoop, kneel, crouch or crawl. Employee may be required to lift up to 100 pounds. Must be able to use a two-way radio and telephone.

May be required to work both indoors/outdoors; may be exposed to adverse conditions and high levels of noise.

**Interested candidates should submit resume with salary requirements to:**

OVG360 Human Resources  
PPG Paints Arena  
1001 5<sup>th</sup> Avenue  
Pittsburgh, PA 15219  
[hrmanager@ppgpaintsarena.com](mailto:hrmanager@ppgpaintsarena.com)

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