



POSITION: Assistant Operations and Events Manager

DEPARTMENT: Operations

REPORTS TO: Operations Manager

FLSA STATUS: Exempt

LEGENDS GLOBAL

Legends Global is the premier partner to the world's greatest live events, venues, and brands. We deliver a fully integrated solution of premium services that keeps our partners front and center through our white-label approach.

Our network of 450 venues worldwide, hosting 20,000 events and entertaining 165 million guests each year, is powered by our depth of expertise and level of execution across every component — feasibility & consulting, owner's representation, sales, partnerships, hospitality, merchandise, venue management, and content & booking — of world-class live events and venues.

The Legends Global culture is one of respect, ambitious thinking, collaboration, and bold action. We are committed to building an inclusive workplace where everyone can be authentic, make an impact, and grow their career.

Winning is an everyday thing at Legends Global. We have the best team members who understand every win is earned when we come together as one unified team. Sound like a winning formula for you? **Join us!**

Assistant Operations and Event Manager:

Essential Duties and Responsibilities

- Events Overview: The AOEM position will be responsible for all logistical aspects of events, including event staffing, cost estimates, managing and leading part-time internal staff, effectively prioritizing event related duties along with facility management, and providing substantive communication with clients, event organizers, promoters and internal staff.
- Facility Operations Overview: In addition to being the primary lead for event management, the position will also be supplemental support for the operations department when it comes to aspects of non-show day facility management, including but not limited to supplemental administrative support for the operations department as it pertains to aspects of non-show day facility management, including but not limited to coordinating basic facility repairs, placing work orders for maintenance staff, and procurement of other essential goods and services.
- Event Management and Client Engagement: In advance of confirmed shows and events, meets with potential or reoccurring client groups to plan and organize assigned meetings and/or events as well as interpreting and explaining contract provisions, policies, and procedures of groups set forth by management. As event day occurs, keeps clients informed as to status of deadline schedules, including but not limited to floor plan submissions, insurance requirements and other relevant details. On event day, oversees facility operations, and relays information to all departments with respect to changes to event day logistics. Post event duties include, but are not limited to, post event notes, working with vendors and the internal finance department to confirm invoices for the settlement process and ensure client satisfaction.



- Administrative: Reviews all event contract Exhibit pages to ensure all necessary guidelines are in place, necessary changes and edits are made, and the information is up to date before contracts are finalized. This will entail communicating across all departments to confirm their requirements and corporate goals are being satisfied. Communicates in timely manners across different platforms for all operational objectives.
- Leadership: During event day, supervises staff (both internal and external vendors and/or contractors), oversees facility operations related to events, which includes set-up and teardown. Provides guidance and training for staff on site as needed. Assists in scheduling internal staff or providing input to other departments for event related needs. Will also have a role in hiring internal staff. Several departments will report directly to the position on event day and therefore must be able to effectively manage a diverse workforce. Develops and executes routine meeting schedules with fellow staff or can meet ad hoc in case of time sensitive issues. Works with departmental leaders and Human Resources for disciplinary issues regarding staff and potentially directly correcting staff behaviors.
- Accountability: Reports to direct supervisor, the Operations Manager, This position reports directly to the Operations Manager. The candidate is expected to communicate effectively, execute directives, and work collaboratively with their supervisor to ensure efficient operations that support the venue, meet client expectations, and uphold the standards of excellence established by Legends Global.
- Vendor Management: Coordinates the various service contractors for assigned meetings and/or events. Provides detailed staffing schedules for event day staff, such as security or cleaning staff. Works with equipment vendors to procure items which meet task's needs while also confirming pricing, operating procedures, and scope of work.
- Safety: Prioritizes safety and best practices with respect to industry standards. In addition, must be able to adequately communicate with first responders, including local police and EMS as needed. Must also be able to enact safety policies and procedures if necessary and understand their role in an emergency. Must be able to document incidents and issues.

SUPERVISORY RESPONSIBILITIES

Carries out supervisory responsibilities in accordance with all Legend Global 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.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty with energy and enthusiasm. 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

- Bachelor's degree from four-year college or university, or relevant career experience.
- Minimum of two years management level experience coordinating events in a multi-purpose facility which services conventions, exhibits, trade and consumer shows, athletic events, concerts, sales meetings, food, and beverage functions etc. in a Convention Center or Major hotel



- Working knowledge of the principles of facility management, services, and equipment for a similar facility

Skills and Abilities

- Full working knowledge of Microsoft Office Suite of products including Excel, Word, and Teams
- Knowledge of ABI or scheduling software is a plus
- Excellent and proven organizational, planning, and interpersonal skills
- Exceptional written and verbal skills
- Ability to prioritize multiple projects.
- Demonstrate problem-solving and communication skills.
- Supervisory experience required.
- Professional presentation, appearance, and work ethic

COMPENSATION

Competitive salary, commensurate with experience, and a generous benefits package that includes medical, dental, vision, life and disability insurance, paid vacation, and 401k plan.

WORKING CONDITIONS

Location: On Site or Remote at Koka Booth Amphitheatre in Cary, North Carolina

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.

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:

https://asmglobal.wd1.myworkdayjobs.com/careers/job/Cary-NC/Assistant-Operations-and-Events-Manager_R100122018

Recruiter- Chelsea Gibbs
Koka Booth Amphitheatre
11000 Regency Pkwy
Suite 412
Cary, NC 27518

Applicants that need reasonable accommodations to complete the application process may contact 919-462-2025.

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