



Position- Manager of Production Operations
Facility Name- SMG The Oncenter
Location- Syracuse, NY

Job Title: Manager of Production Operations
Department: Operations
Reports To: Director of Operations
FLSA Status: FT/Salaried/Exempt

Summary: In conjunction with the Operations department, assures facility readiness and smooth operation of events. Coordinates work with all management departments. Works effectively with all staff, clients and show personnel to advance shows and achieve desired results. Ensures compliance with all SMG policies/procedures, CBA's, client contracts and safety requirements.

Essential Duties and Responsibilities include the following. Other duties as assigned.

- Creates and manages all event scheduling for production employees as determined by assessing event and building needs.
- Oversees union work crews to ensure accuracy of setup and work is being completed.
- Coordinates with, supervises, trains and disciplines department employees.
- Forecasting weekly labor estimates by event and maintenance account for Finance.
- May provide technical leadership and input to facilities management in regards to building systems. Including submission of work orders.
- Evaluates technical riders, light plots, electrical requirements, and hanging plots as to the complexity and feasibility of hanging a road show or local production in the facilities and provides appropriate solutions.
- Works with clients to effectively advance all technical aspects of their event.
- Coordinates the operations activities with other building departments and show-related contractors including timing and placement.
- Plan, develop and monitor all methods to inspect, test and modify all equipment prior to performance. Ensure that all equipment is in operating order.
- Follows documented Standard Operating Procedures for department and company tasks. Possesses the ability to create and implement additional Standard Operating Procedures for job tasks in the Operations Department
- Ability to work in several software packages to create, modify and edit reports and schedules for the Operations Department
- Develops work specifications and manages other related items to ensure acceptable quality performance levels.
- Maintains inventory of all telecommunications and internet equipment for events.
- Oversee and/or provide connections to the building's network and telephone systems as required for events.
- Oversees and provides guidance of proper control and care of inventory supplies, spare parts, shop tools and equipment. Oversee and provide guidance for proper maintenance and care for mechanical shop and storage conditions.
- Develops training programs and ensures all staff members are proficient in operating and maintaining all related equipment, tools, and related job functions.
- Evaluates preventive maintenance programs; modifies programs to increase efficiency and effectiveness. Utilizes software tracking programs to monitor and document PM and training systems.

- Maintains safe working conditions and safe working procedures in a clean and orderly working environment.
- Assists department to oversee planning, coordination, and implementation of major capital improvement projects.
- Ability to complete minor sound, lighting, audio/visual tasks for internal or small events.

Supervisory Responsibilities

Supervise IATSE Local 9 and other SMG employees as assigned. Schedules employees in accordance with applicable CBA. Processes payroll based on CBA and State and Federal requirements. Ensures efficient and safe work practices. Carries out supervisory responsibilities in accordance with SMG's policies and applicable laws.

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 Experience

Bachelor's degree (B. A.) from four-year College or university

3 + years related experience and/or training

1 to 2 years related supervisory experience

Or equivalent combination of education and experience

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

Skills and Abilities

Excellent organizational, planning and interpersonal skills

Good written and verbal skills

Ability to prioritize multiple projects

Demonstrate problem-solving and communication skills

Supervisory experience preferred

Professional presentation, appearance and work ethic

Computer Skills

Proficient with Microsoft Office software required.

Knowledge of AutoCAD drawing software for reading production/building plans, or creating and updating event diagrams required.

Other software packages, such as Reserve (event documentation), eRequester (purchasing) and ADP (payroll) preferred.

Certificates, Licenses, Registrations

No certifications are required.

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.

While performing the duties of this job, the employee may be required to work both indoors and outdoors as required by the function. Must have the physical ability to maneuver around facility(ies), at times, walking and/or standing for 8-10 hours or greater as required.

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

Apply at- <https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite>

Hali Greenhouse, HR Manager
The Oncenter
800 South State St.
Syracuse, NY 13202

Applicants that need reasonable accommodations to complete the application process may contact 315-435-8062

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