

## **OPERATIONS MANAGER**

*The position of Operations Manager is based in Hollywood, Florida.*

The Operation Manager is an integral part of the Event Management team, working both autonomously and with direction as needed. Assisting with creating proposals and vendor contacts for programs outside of Florida, Tennessee, Texas and Washington, DC. And seeing these programs through to operation. Their primary objectives are to: To create an exceptional experience, every time. To provide flawless execution of contractual terms, maintain estimated profit and/or enhance revenue through identified opportunities. To be a creative "solution" with a "can do" focus for new and existing client accounts. To be a collaborative team player where needed. The Operations Manager typically works in collaboration with an Account Manager on programs, however, with experience considered, the Operations Manager has the opportunity to both sell and operate programs.

### **CORE RESPONSIBILITIES:**

- Create exceptional events
- Understand event cycles and management functions, including; venue management, production coordination, hotel room blocks, vendor management, site inspections, and creative design and implementation
- Understand and help execute client needs, creating a client/partner relationship
- Conceptualize and lead strategic client programs, drive planning process and understand event scope
- "24/7" contact for clients during programs
- Add vision and creativity to client programs
- Serve as team lead on large-scale programs and bring leadership and guidance to team members
- Participate in discovery of new vendors
- Manage budget of assigned events, submit to accounting on time
- Cultivate upselling opportunities
- Take active participation in site visits with Sales team clients
- Develop and maintain communications in a cooperative and professional manner with all levels of staff, vendors, industry partners and clients
- Self-educates or partake in CSI training opportunities
- Attend all scheduled Operations Meetings and Company Meetings
- Communicate to team and management of event and operational success and advise on best practices
- Assisting with creating proposals and vendor relationships outside of our base office destinations throughout the United States and Caribbean
- Travel (required) to operate programs, as needed, throughout the United States and Caribbean while maintaining base office in South Florida.

**Please Note:** This job description is intended as a general summary of the position; however, the individual will be expected to perform any functions or responsibilities that may be assigned from time to time. The functions and responsibilities of the position may change over time, in special circumstances, or on an individual basis. This job description is not intended to limit or otherwise affect the work to be performed or assigned. Please email resume and cover letter to [csi.hr@csi-dmc.com](mailto:csi.hr@csi-dmc.com).