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*Private Management for Public Facilities*

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### **Job Description**

**Position:** Changeover Supervisor

**Department:** Changeover

**Status:** Hourly/Full Time

**Reports to:** Operations Manager

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**Summary:** Responsible for working with Operations Manager and Assistant Operations Manager to assist in the leading of daily activities required to run, maintain, and to service the facility and/or the events by performing the following duties personally or through changeover crew and leads.

#### **Essential Duties and Responsibilities**

- ❖ Responsible for overseeing strike sets daily.
- ❖ Ability to lead changeover crew to complete a task in a timely manner.
- ❖ Responsible for completion of assigned work orders through supervision of part-time changeover crew.
- ❖ Assure facility readiness and smooth operation of events
- ❖ Assist with general related maintenance of the building in-between games and ice events.
- ❖ Follow the preventive maintenance program, energy management program and standard operations procedures for all machinery and equipment.
- ❖ Promote a safe working environment for all employees by following the life safety and emergency program as needed.
- ❖ Responsible for leading by example for the changeover crew.
- ❖ Maintain confidentiality at all times
- ❖ Demonstrate continuous effort to improve operations, decrease turnaround times, streamline work processes.
- ❖ Work cooperatively and jointly to provide quality seamless customer service.
- ❖ Implement facility rules, regulation policies, and procedures.
- ❖ Anticipate problems and appropriate solutions.
- ❖ Communicate with the Operations Manager and Assistant Operations Manager to ensure work is completed efficiently.
- ❖ Provide clear, concise, and timely communication of directives to crew.
- ❖ Responsible for inventory of all changeover equipment – making sure storage is organized

#### **Education and/or Experience**

High School diploma or G.E.D. required and a minimum of one (1) years experience performing building changeovers in an entertainment facility with a demanding schedule along with one (1) year supervisory experience. Forklift experience required. Ice maintenance experienced preferred.

#### **Supervisory Responsibilities**

Supervises changeover laborers. Responsibilities include planning, assigning, and directing work; addressing complaints and resolving problems in compliance with Human Resources Policies and Procedures.

**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.

### **Knowledge, Skills and Abilities**

- ❖ Ability to prioritize and handle multiple projects simultaneously.
- ❖ Maintain an effective working relationship with clients, employees, exhibitors, patrons and others encountered in the course of employment.
- ❖ Excellent organization skills.
- ❖ Ability to effectively supervise staff.
- ❖ Professional presentation, appearance and work ethic.
- ❖ Ability to work with limited supervision and as a team leader.
- ❖ Ability to work flexible hours, including nights, weekends and holidays, in addition to normal business hours as needed
- ❖ Ability to prioritize and handle multiple projects simultaneously.
- ❖ Ability to work with minimal supervision.
- ❖ **Ability to work flexible hours based on events, including daytime, evening, weekends and holidays as needed.**

### **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 up to 8-14 hours daily as well as the ability to kneel, climb to walkways or balance, frequently lift in the excess of 50 pounds. This position is also exposed to adverse conditions including inclement weather, noise fumes etc.

The company reserves the right to change or modify all job descriptions as needed. This description portrays in general terms the type and levels of work performed and is not intended to be all-inclusive or to represent specific duties of any one incumbent. The knowledge, skills, and abilities may be acquired through a combination of formal schooling, self-education, prior experience, or on-the-job training.