



JOB DESCRIPTION and SPECIFICATIONS

Job Title:	Operations Manager	Reports to:	Facility Director
Job Role:	Management	FLSA Status:	Salary
Work Department:	The National Equestrian Center	Work Location:	NEC – Lake St. Louis, MO
Level/Salary Range:	Commensurate with Skills/Experience	Position Type:	Full Time Exempt

Job Description: Summary of Position

The Operations Manager is a member of collaborative management team responsible for the seamless, flawless execution of all events hosted by and/or at the Facility. This team, comprised of 2+ managers, possesses the collective knowledge necessary for maintaining and repairing NEC's physical property, equipment, and grounds as well as for supporting and conducting successful equine competitions and community events. This is an indoor/outdoor work environment that occasionally demands strenuous physical activity and extended hours.

Job Specification: Essential Duties and Responsibilities

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Hire, train, and lead a staff of no more than 10 individuals working to deliver desired results in a variety of duties including those required for annual preventative and routine maintenance, repair and rehabilitation of structures and equipment, new construction, landscaping, and support for all event-based operations
- Conduct periodic staff reviews to coach and develop team members and/or address performance deficiency and/or termination
- Coordinate event-planning, communicating effectively to ensure all planned event elements are in place, in good condition, accessible and useable as understood and agreed by all parties (e.g., NEC Management and Event Organizers)
- Manage and report inventory for on-hand supplies, equipment, and bedding/forage
- Resolve customer complaints and ensure customer satisfaction with Facility and its team members
- Work with Facility Director to establish a clear, timeline and budget that successfully maintain 10 or more buildings and heavy equipment
- Source value for services, supplies and equipment that improve on budget performance without compromising quality standards
- Troubleshoot/Maintain/Repair/Clean/Sanitize Facility's physical property and operational equipment so to preserve regular, safe operation and proper function that is compliant with standards established by both Federal/State/Local authorities and as well as professional standards.
- Schedule, supervise, and log all maintenance/repairs and inspections performed by staff or outside contractors/agents
- Model, support, and maintain a company culture that fosters positive working relationships within the Facility and supports compliance with OSHA Safety Standards as well as company policies and procedures
- Serve as a liaison with state and local officials having regulatory oversight and inspection responsibilities
- Performs other duties as assigned

KNOWLEDGE/SKILL/PHYSICAL REQUIREMENTS:

- Superior collaboration/social/customer service skills
- Sound knowledge of equestrian industry and its competitive sport
- Proficient Computer/Microsoft Office skills
- Ability to drive heavy equipment (e.g., water truck, skid-steers, tractors, etc.) and maintain quality footing
- Ability to stand, kneel, bend, twist and walk as required throughout the workday and to lift, pull, push, and/or carry 35+ lbs
- Ability to work first, second and/or third shift during the week and on weekends and to be on call for 24-hour periods

Full time employees in this role may be eligible for benefits such as medical/dental/vision insurance, life insurance, paid-time-off, uniform clothing, and dining discounts. The National Equestrian Center is a Drug Free Workplace/EOE.

Last updated by:		Date:	
Base Department Code:		HR Use Only	