



## **DIRECTOR, EVENT OPERATIONS**

### **SUMMARY DESCRIPTION**

This position requires an experienced manager who will be responsible for directly overseeing all event-related operations for the Nashville Superspeedway ("NSS"). Specific emphasis will be on ensuring that excellent staff, customer, and client relations are maintained at all times and that the highest levels of quality and efficiency are employed for each event held at the venue; including but not limited to automotive, sporting and entertainment events, festivals, tours and special events. The Director of Event Operations defines expected results and holds staff accountable for those results, while overseeing the effective utilization of budget, equipment and other resources. This is a highly responsible and professional position requiring an individual with experience in developing and supervising promotional and event-coordinating activities. The work involves developing policies, systems, procedures, and performing and/or overseeing event management activities. The Director of Event Operations should have significant experience in event management and facility operations, as well as proficient knowledge of ancillary support services including food and beverage, security and parking operations. The work is characterized by great attention to detail, the exercising of independent judgment, overall supervision of events and internal staff, the coordination of multiple tasks at one time, collaboration with contractors and vendors and the maintenance of high standards of customer service. Incumbent is directly responsible for supervising Venue Booking and Event Manager and event-related contractors. The person in the position is given wide latitude and flexibility in choosing methods of completing assigned work. Work is reviewed and supervised by the President of Nashville Superspeedway.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or logical assignment.

- Develops; implements and administers systems to ensure efficient performance and quality service to customers.
- Coordinates all aspects of event operations; identifies logistical/operational issues with upcoming events; develops and maintains systems to inform clients and staff of the operational details, services and logistics of each event.
- Oversees the coordination of services for events, such as facilities requirements, catering, signage, displays, medical services, custodial services and event security.
- Ensures that all necessary documentation has been received from event promoters and external event contractors and is distributed to appropriate departments and service partners. Documentation may include, but is not limited to: License Agreements, Right of Entry Permits, Certificates of Insurance, contractor employee time sheets, equipment safety certifications, etc.
- Reviews all technical and production plans and schedules (floor plans, room diagrams, rigging plots, proposed local hiring and work calls, etc.) and ensures compliance with NSS guidelines/requirements; mitigates all issues prior to client occupancy of licensed premises.
- Manages proper space use; coordinates multiple events in/out times, custodial services, and equipment availability and usage.
- Participates in discussion with Facilities & Operations Department to identify logistical/operational issues of upcoming events both in the selling and planning phases.
- Consistently interacts with supervisor through means of verbal and written communication, department updates, and strategic planning sessions, to ensure collaborative work environment where goal is to yield both operational and financial success.
- Develops and implements operational policies and procedures designed to promote efficiency and quality of service, to include labor scheduling, technical on-the-job training, and interdepartmental coordination.
- Inspects the work of subordinates and contractors to ensure adherence to customer specification, NSS quality assurance standards, procedures and safety codes.
- Manages department resources, including budget, equipment, supplies, and tools. Assists in development of annual operating budget for department and monitors expenditures.
- Orchestrates the coordination of pre-event meetings.
- Conducts post-event evaluations in order to determine how future events may be improved.
- Performs a variety of other related tasks and special projects as assigned.

### **SKILLS, KNOWLEDGE AND ABILITIES**

- Considerable knowledge of all aspects of coordinating automotive, sporting and entertainment events.

- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Working knowledge of the sports and entertainment industry with a key emphasis on customer service. Ability to interface extremely well with the public.
- Ability to express ideas and convey information effectively, both orally and in writing.
- Ability to work under pressure, prioritize and delegate work assignments, and meet deadlines in a fast multi-task environment.
- Ability to perform duties with little supervision.
- Ability to work a flexible schedule, including days, evenings, nights, weekends and holidays.

### **MINIMUM QUALIFICATIONS**

- Bachelor's degree in event management, marketing, planning and operations, or a closely related field.
- Five (5) years of experience in sports or entertainment industry, convention, hospitality industry, or closely related field.
- Three (3) years of supervisory/managerial experience, preferred.
- Any equivalent combination of related experience, training, and/or education.
- Must possess a valid Motor Vehicle Operator's License.

### **APPLY NOW**

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## ADDENDUM TO JOB DESCRIPTION

These are physical and mental requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental requirements will not automatically disqualify a candidate or employee from the position. Upon request for a reasonable accommodation, the Company will review for reasonableness, depending on the requirement, the essential functions to which it relates, and the proposed accommodation.

### PHYSICAL REQUIREMENTS

x	Seeing	x	Pull (up to 100 pounds)	x	Bend
	Color Perception	x	Climb, Ascend/Descend (Stairs, Ladders)	x	Stoop /Kneel /Crouch
x	Hearing / Listening	x	Lift (100 pounds)		Taste
x	Clear Speech / Talking	x	Carry (100 pounds)		Smell
	Touching	x	Drive (local / long distance)		Repetitive Motion
x	Dexterity /Hand	x	Walk for Extended Periods	x	Run
x	Dexterity /Fingers	x	Stand for Extended Periods	x	Reach (Above Shoulder)
x	Push (up to 100 pounds)	x	Sit for Extended Periods		Other: mount/dismount forklift/truck

### MENTAL / REASONING REQUIREMENTS

x	Reading – Simple	x	Writing – Simple	x	Advanced Math Skills
x	Reading – Complex	x	Writing – Complex	x	Analysis / Comprehension
x	Clerical	x	Basic Math Skills	x	Judgment / Decision Making

### WORK ENVIRONMENT

	Shift Work	x	Outside		Pressurized Equipment
	Works Alone		Extreme Heat	x	Moving Objects
x	Works with Others		Extreme Cold		High Places
x	Verbal Contact with Others	x	Extreme Noise		Fumes / Odors
x	Face-to-Face Contact		Mechanical Equipment		Hazardous Materials
x	Inside		Electrical Equipment		Dirt / Dust

### DISCLAIMER

The above statements are intended to describe the general nature and level of work

being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

**NOTES**