



Category: Building Operations

DIRECTOR OF OPERATIONS – MATTAMY ATHLETIC CENTRE (Toronto, ON)

Company: SPECTRA VENUE MANAGEMENT

Type: Full-time, Salaried

Immediate Supervisor: General Manager

Job Summary: Spectra Venue Management is currently seeking a permanent full-time Director of Operations for the Mattamy Athletic Centre. Located in Toronto, the Mattamy Athletic Centre is a 210,000 square foot multipurpose sports and entertainment facility that is owned by Ryerson University, and is located in the former Maple Leaf Gardens. It is the home of Ryerson Athletics, and the facility consists of an arena that seats approximately 2,700 for hockey and ice events, and 3,500 for stage events. There is also a double gymnasium that can accommodate 1,000 spectators, over 10,000 square feet of office and meeting room space, and a 7,000 square foot fitness and high performance centre. Each year, over half-a-million people make their way through the building. Reporting to the General Manager, the Director of Operations will be responsible for planning, directing and managing the day-to-day operations of the facility including event services, housekeeping, maintenance, systems engineering, safety and security, and budgeting.

Job Functions / Areas of Responsibility

- Direct and manage the day-to-day functions of event services, operations, housekeeping, and maintenance.
- Assist the General Manager in the development and administration of the facility's operating and capital budgets.
- Work with staff in the management of their various departmental disciplines; review and evaluate processes and results; identify and resolve deficiencies and challenges.
- Develop and direct the preparation of comprehensive reports and operational policies.
- Represent the venue as needed on various committees.
- Establish and maintain effective working relationships with staff, facility users, and representatives from Ryerson University.
- Oversee daily operation and maintenance of the arena and all systems including HVAC, sound, lighting, ice making, fire protection, life safety, workplace safety, and communications.
- Oversee custodial services for the entire facility including the gym and fitness centre.
- Administer labour group contracts (Stagehands).
- Responsible for operation and maintenance of ice surface and gym floor.
- Oversee the operation of event set-up and tear-down, i.e. basketball floor, stage risers, chairs, signs, hockey glass, dasher boards, ice deck, etc.
- Administer and negotiate contracts with outside vendors including pest control, production, life safety, HVAC, elevators, and event cleaning.
- Act as liaison with the City for numerous facility related functions (City Codes, Parking, Licenses, permits, etc.).
- Responsible for Health & Safety, AODA, fire and building code compliance.

Qualifications:

- Minimum 5 years' experience of increasing responsibility in professional public assembly facility operations management.
- Minimum 3 years of direct supervisory experience at the Manager/Supervisor level.
- Bachelor's Degree or better from an accredited college or university in public assembly facility management, engineering or a related field (Other combinations of experience and education that meet these requirements may be substituted).
- Experience employing modern management methods, long range planning, principles of budgeting, and leadership skills.
- Strong knowledge of event services, safety and security, facility maintenance and housekeeping, budgeting, conversions, and production.
- Knowledge of physical plant management including boilers, chillers, and ice refrigeration plants.
- Experience in contract implementation, including facility use license agreements, technical riders, service agreements, and event management.
- Excellent customer service skills and client management skills.
- Familiarity with Health and Safety regulations, Building and Fire Codes, AODA, and other employment regulations.
- Excellent communication and interpersonal skills.
- Ability to work beyond normal business hours.

If interested in this position, please apply directly at: <https://careers-comcastspectacor.icims.com/jobs/1709/director%2c-operations/job>

Note: When you apply for this job online, you will be required to answer the following questions:

1. YES/NO: Are you legally entitled to work in Canada?
2. YES/NO: Do you have 3+ years of experience at a supervisory level working in a sports facility, convention center, performing arts facility or other multi-purpose public assembly facility?
3. To be considered, please list your salary expectations.