

VENUE OPERATIONS MANAGER



JOB OVERVIEW:

If you've ever wanted to be part of an innovative business, to raise the standard of experiential entertainment, and to create best practices for combining technology, art and commerce in exciting, unexpected ways - this is your chance!

AREA15's Venue Operations Manager is the leadership 'hub' of day-to-day district-wide operations at AREA15 during all business hours. While not directly responsible for all individual departments' specific functions the Venue Operations Manager (VOM) is responsible for the overall function of the operating business including how each of the tenants and business units interact and affect the overall facility-wide experience. The VOM's primary function is to ensure the facility as-a-whole operates smoothly, safely and in compliance with regulations while maximizing customer, employee, tenant and partner experience. This will require she or he liaise and interact continually with all departments, tenants, vendors, clients, and others to immediately address deficiencies and solve problems.

Ultimately, we expect each employee to personify AREA15 itself: Authentic. Engaged. Uninhibited. Welcoming. Visionary.

RESPONSIBILITIES & DUTIES:

The VOM will not only react to real time situations but also think and plan proactively to anticipate situations which may require alternate planning and operational adjustments. This person will not only evaluate these situations and make recommendations, but also execute in a timely manner and make any necessary adjustments.

The VOM will identify needs and develop tools and processes such as checklists or other SOPs to support the needs of the business' holistic function and will modify and adapt these tools continually as needed.

Attend event BEO meetings, run daily pre-opening huddles, create daily briefings, submit detailed daily executive recaps, attend event pre-shift meetings and advocate at-all-times for the property's holistic healthy functioning in these meetings.

VENUE OPERATIONS MANAGER



RESPONSIBILITIES AND DUTIES:

The VOM is ultimately responsible for full campus synergy and function by reporting any deficiencies or needs to the appropriate business owner promptly and ensuring they follow up. These functions include but are not limited to:

Possess the ability to allocate both human and material resources creatively and efficiently, seeing the bigger picture as well as the finer details in a systematic, organized approach

- Demonstrate strong leadership skills, including effective time management and delegation
- Participate in a creative, entrepreneurial start-up environment, introducing new concepts and innovations
- Ensure employee adherence to ART!, other training programs, and SOPs, including uniforms
- Escalate all employee relations to HR and actively, keeping pulse on morale and needs of the in-venue staff
- Observe and assist in managing vehicular and pedestrian flow (rideshare, parking, etc.)
- Ensuring all departments are deployed and functioning per their SOPs
- Tenants are operating per the lease, as required
- Ensure events are executed in a way which operates harmoniously with the overall facility
- Monitor and respond to critical facility functions (elevators, power grid, lighting, cleanliness, etc.)
- Monitor and maintain overall condition of the venue, including ambiance and vibe, (theatrical lighting, sound, scents, layouts, etc.) is always on brand
- Monitoring all signage for relevant timing and placement. Suggest and own the implementation of additional temporary or other signage, which may be periodically needed when the campus hosts various events and activities
- Monitor security levels, threats, deployment and work with that team to make adjustments necessary to keep the facility safe and secure, reporting concerns to the GM and others as needed
- Interact continually with customers and employees to gauge and positively affect both the function and the experience, while reporting back to leadership with observations, feedback and recommendations

VENUE OPERATIONS MANAGER



RESPONSIBILITIES AND DUTIES:

- Ensure interdepartmental harmony by setting the example of how to influence and communicate effectively, kindly and in real time to ensure smooth operations.
- Integrate self into the larger AREA15 team, embrace and have passion for the AREA15 brand and hold self to the highest standards in all ways
 - Maintain effective general and preventive maintenance programs, including the implementation and management of work order systems and Quality Assurance Standards
- Work effectively with all teams to ensure Customer Experience expectations are exceeded with the AREA15 service standards – ART!.
- Work closely with the General Manager to liaise with and oversee the broader AREA15 management team and headquarters to successfully operate and optimize the overall business plan flawlessly, on budget, and to the highest standards in all areas
- Partner with Facilities Team to execute and refine daily operating practices for all aspects of the building operations including: housekeeping, maintenance, warehouse, vendor and tenant relationships
- Partner with Retail Operations Team to execute and refine daily operating practices
- Partner with the Attractions Team to maintain safe and efficient operations
- Partner with the Events & Entertainment Team to ensure SNHD compliance and support event operations to execute all events safely and flawlessly.
- Partner with the Security Team to maintain a safe and secure environment for our employees, vendors, and visitors always
- Partner with the Marketing Team to execute Marketing Plan providing real-time feedback and input to achieve proper branding and messaging, and implement collateral as needed.
- Partner with the Customer Experience Team to maintain AREA15 expectations, focused on visitor recovery and surprise & delight
- Monitoring landlord and tenant obligations, including operating guidelines, rules and regulations, while developing strong tenant relationships to ensure collective success
- Communicate with legal counsel, HR, health & safety advisor(s), and various regulatory bodies to ensure all processes remain compliant with OSHA and other governmental regulations in the health department, liquor licensing, planning, and fire department.

VENUE OPERATIONS MANAGER



QUALIFICATIONS:

It is critical this person has strong energy, enthusiasm, positive solutions-based attitude, attention to detail and effective interpersonal and communication skills. A unique but very important trait is the ability to influence laterally and up and down the reporting structure to ensure property-wide success.

- Must be a self-starter and have the desire and ability to work independently as well as within a team
- Must be a proactive problem solver with the ability to react quickly without direction
- Will possess keen analytical and quantitative skills and use those skills to make decisions and influence changes
- Will have experience managing budgets, analyzing, basic accounting knowledge for payroll and payables
- Must have demonstrated success in establishing and maintaining interpersonal relationships with a wide and diverse range of individuals
- Will have experience managing, training, developing, and building teams
- Must have experience in customer service or hospitality training
- Will have an eye for standards and detail in a highly trafficked facility
- Will have a strong business acumen and organizational skills
- Would preferably possess a degree from an accredited four-year institution or similar hospitality, customer experience or similar training certification
- Will have at least 5 years of operating experience in location-based entertainment, retail, event, attractions, and food & beverage
- Ability to acquire and possess SNHD Food Handler Safety Training Card, TAM or Alcohol Awareness Training Card, Driver's License, and LVMPD Non-Gaming Sheriff's Card
- Must have open availability to work a varying schedule including, but not limited to days, nights, weekends, and holidays
- Be available to respond to time sensitive matters
- Other work related duties as assigned

VENUE OPERATIONS MANAGER



ABOUT AREA15:

AREA15, located minutes from the Las Vegas Strip, is the world's first purposebuilt experiential entertainment complex offering live events, immersive activations, monumental art installations, extraordinary design elements, unique retail, groundbreaking technology, bars, eateries, and much more. With a growing collection of dynamic destinations including Emporium, Oddwood, Dueling Axes, a culinary experience by Todd English and its anchor experience, Meow Wolf Las Vegas, AREA15's ever-changing art, retail, and entertainment attractions will draw locals and tourists of all ages when it opened in summer 2020.

For more information, visit www.AREA15.com and follow Instagram and Twitter: @AREA15Official; Facebook: AREA15LasVegas and YouTube: AREA15.

AREA15 is an equal opportunity employer and values diversity. We are committed to complying with all federal, state, and local laws providing equal opportunities and other employment laws and regulations.

To apply for this position: [CLICK HERE.](#)