JOB DESCRIPTION
OPERATIONS LEAD SUPERVISOR Full Time

Facility Name:	**VENUWORKS OF CHESAPEAKE LLC, & CHESAPEAKE CONFERENCE CENTER**

JOB INFORMATION

Job Title:	Operations Lead Supervisor	Department:	Operations
Reports To:	Michael Hyer, Director of Operations	FLSA Status:	Exempt ☐ Non-Exempt ☒
Prepared By:	Deborah Malenda / Jerramiah Chabitch	Date Prepared:	October 6, 2026
Approved By:	Angela Bohlen	Approved Date:	October 12, 2026

SUMMARY

The Operations Lead Supervisor is a hands-on leadership position responsible for supporting the Director of Operations in the daily management and execution of Chesapeake Conference Center operations. This position provides direct leadership to Operations staff and coordinates event setups and teardowns, facility readiness, maintenance, custodial services, equipment, safety, and operational support. The position ensures events and facility operations are conducted safely, efficiently, professionally, and in accordance with established standards. The position requires a flexible schedule, including evenings, weekends, holidays, and intermittent off-hours assignments as required by the event schedule.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Assist the Director of Operations with planning, scheduling, assignment, supervision, training, and evaluation of Operations personnel, including full-time, part-time, conversion, maintenance, custodial, and contract staff.
2. Lead employees during event setups, operations, and teardowns; ensure work is completed accurately, safely, efficiently, and according to established standards.
3. Review event requirements and coordinate staffing, equipment, room setups, conversions, teardowns, and operational support necessary for successful events.
4. Serve as a working leader, providing hands-on assistance with event conversion, facility operations, basic repairs, equipment, cleaning, and other operational duties as required.
5. Inspect the facility, equipment, public areas, service areas, and grounds; identify maintenance, housekeeping, safety, or operational concerns and report recommendations to the Director of Operations.
6. Establish, coordinate, and monitor preventive maintenance activities and assist with maintenance schedules, service contracts, inspections, repairs, and facility improvement projects.
7. Monitor HVAC, electrical, plumbing, mechanical, building, life-safety, and other facility systems; coordinate service needs with contractors and vendors as assigned.
8. Promote and enforce safe work practices, OSHA requirements, equipment operating procedures, and facility policies; assist with safety and training programs.
9. Assist with emergency response, operational contingency planning, equipment failures, and other situations requiring immediate operational attention.
10. Ensure public areas, meeting rooms, parking areas, loading docks, service corridors, storage rooms, and other operational areas are maintained in a clean, safe, and orderly condition.
11. Maintain inventories of Operations equipment, tools, supplies, event equipment, and related materials; monitor levels and submit requisitions or replacement recommendations as needed.
12. Assist with preparation and monitoring of Operations budgets, labor, supplies, equipment, maintenance, and contracted services; identify opportunities to improve efficiency and control costs.
13. Maintain required payroll, maintenance, inventory, equipment, accident, damage, safety, and activity records and reports.

14. Maintain professional working relationships with clients, guests, employees, contractors, vendors, inspectors, and regulatory agencies.
15. Communicate operational requirements clearly and maintain positive relationships with internal and external customers.
16. Serve as Manager on Duty during events when assigned and provide operational leadership and decision-making during assigned shifts.
17. Attend staff meetings, operational meetings, training sessions, and other meetings as assigned.
18. Perform other tasks as assigned by the Executive Director, Associate Executive Director, or Director of Operations.

SUPERVISORY RESPONSIBILITIES
Directly supervise assigned Operations personnel. Carry out supervisory responsibilities in accordance with organizational policies and applicable laws. Responsibilities include planning, assigning, and directing work; training and cross-training employees; monitoring performance; providing coaching and feedback; assisting with hiring and onboarding; addressing employee concerns; and recommending disciplinary action when appropriate. May serve as Manager on Duty during event activities.

QUALIFICATIONS
The requirements listed below are representative of the knowledge, skill, and/or ability required. To perform this job successfully, an individual must be able to perform each essential duty and responsibility satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE
1. High School diploma, GED or equivalent required; associate degree, technical training, or related education preferred.
2. Three years of progressively responsible experience in facility operations, event operations, building maintenance, public assembly facilities, or related work preferred.
3. Previous supervisory or team-lead experience preferred.
4. Working knowledge of event setup, conversion, teardown, facility maintenance, mechanical systems, custodial operations, and general building operations.
5. Ability to work in a fast-paced environment where multiple events, operational priorities, and deadlines may occur simultaneously.

CERTIFICATES, LICENSES, REGISTRATIONS
1. Current, valid driver's license required.
2. CPR/AED, First Aid, and forklift operator certification preferred or obtainable within 90 days of hiring.
3. HVAC, Electrical, Plumbing, or related technical license/certification preferred.

LANGUAGE SKILLS
1. Ability to read, analyze, and interpret safety rules, operating and maintenance instructions, procedure manuals, technical procedures, schedules, diagrams, and government regulations.
2. Ability to write professional procedures, reports, correspondence, and operational documentation.
3. Ability to effectively present information and respond to questions from managers, clients, customers, employees, contractors, and the public.
4. Ability to speak and understand English.

MATHEMATICAL SKILLS
1. Ability to add, subtract, multiply, and divide using whole numbers, common fractions, and decimals; apply basic mathematical concepts to labor, inventory, measurements, budgets, and operational activities.

REASONING ABILITY

1. Ability to define problems, collect data, establish facts, interpret technical instructions and diagrams, prioritize competing operational demands, identify potential outcomes, and make sound decisions in a timely manner.

PHYSICAL DEMANDS

1. While performing the duties of this job, the employee is frequently required to reach with hands and arms; stoop, kneel, crouch, crawl, stand, walk, sit, use hands to finger, handle, or feel, and talk or hear.
2. The employee may be required to climb or balance and work in various positions.
3. The employee must be able to lift and/or move up to 50 pounds.
4. Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
5. Ability to work varied schedules under diverse conditions and according to sometimes-stringent event schedules.

WORK ENVIRONMENT

1. While performing the duties of this job, the employee may occasionally be exposed to moving mechanical parts; high or precarious places; fumes or airborne particles; cleaning chemicals; outside weather conditions; extreme cold; extreme heat; risk of electrical shock; vibration; and elevated noise levels.

CONCLUSION

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all-inclusive list of responsibilities, duties, and skills required of personnel so classified. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of any employee under his/her supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate employment with or without cause at any time.

I have read and understand this Job Description and confirm that I meet the minimum requirements and can perform the essential duties and responsibilities as listed herein.

Employee Signature:		Date:	