JOB DESCRIPTION
OPERATIONS SUPERVISOR – FULL TIME

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

JOB INFORMATION

Job Title:	Operations Supervisor	Department:	Operations
Reports To:	Director of Operations	FLSA Status:	Exempt ☐ Non-Exempt ☒
Prepared By:	Deborah Malenda / Michael Hyer	Date Prepared:	5/1/2026
Approved By:	Angela Bohlen	Approved Date:	5/5/2026

SUMMARY

Supervise and coordinate the planning, oversight, evaluation and operational needs of all events and workers engaged in converting facility to accommodate ongoing building event load, custodial services, maintenance, mechanical reports, preventative maintenance and repair plans, development and coordination of service contracts and projects. Available to work irregular schedule as required ensuring proper supervision of events and activities scheduled in the Chesapeake Conference Center.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Train, supervise, and evaluate skilled and semi-skilled workers engaged in setup, operation, and tear down of event related equipment, maintenance and custodial services.
2. Integrate the conversion and maintenance activities with customer service and programming activities of the facilities.
3. Inspect and evaluate physical condition of facility and equipment to keep building up to date and report recommendations of updates to supervisor.
4. Monitor expenses; prepare budgets for labor, materials and services necessary for conversion, maintenance and custodial activities.
5. Maintain relationships with various agencies (contractors, fire inspection, elevator, sprinklers, etc) to accomplish compliance with codes and to resolve building maintenance needs and concerns.
6. Assign work projects to staff and provide directions to improve methods and productivity.
7. Analyze event information to meet users' equipment and service needs, prepare staff schedules and work plans for setup, operation, and tear down crews.
8. Analyze operations data and recommend building modification, updated equipment, or changes in operating procedures to maximize energy efficiency.
9. Establish and execute preventive maintenance on all equipment and systems to ensure proper working order and carry out repairs where needed. Develop and maintain necessary records and reports such as equipment and supply inventories, accident and damage reports, monthly expenses and activity reports, and personnel records.
10. Perform ground maintenance by picking up trash on grounds, removes snow from doorways/walkways, spread ice melting materials, trims grass and maintain trees.
11. Assist that maintenance activities are carried out in a safe and professional manner.
12. Oversee that all events are coordinated and executed in a professional and safe manner.
13. Customer Focus: Dedicated to meeting and/or exceeding the expectations and requirements of internal and external customers.
14. Integrity and Trust: Widely trusted and is seen as a truthful individual who keeps confidence, admits mistakes, doesn't misrepresent him/herself and is highly respectful of others.
15. Communication: Consistently exhibits courteous, respectful, non-defensive and appropriate communications and presents information in a concise and understandable format.
16. Teamwork: Works cooperatively with others in the accomplishment of joint tasks and common objectives. Contributes to a positive work environment, fosters collaboration and provides a tangible contribution.
17. Executes training and safety programs.

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SUPERVISORY RESPONSIBILITIES
Directly supervise employees in the Operations Department. Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning, and directing work; appraising performance. rewarding and discipline employees; addressing complaints and resolving problems.

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. The candidate must have a two-year degree or two years of experience in building conversion activities and mechanical repair. Other combinations of training and/or experience that can be demonstrated to result in the possession of knowledge, skills and abilities necessary to perform the duties of this position will also be considered.
2. Must possess the ability to communicate effectively both orally and in writing.
3. Thorough knowledge of methods, practices, equipment and machinery used in setups, operations and teardowns of public facility maintenance procedures.
4. Knowledge and ability to execute safety programs.
5. Need to have considerable knowledge of the operation of plumbing, heating, ventilation and other mechanical, electrical and building systems.
6. Must be able to operate forklift, scrubber, skid steer, and other standard tools and equipment.
7. Working knowledge of occupational hazards and of necessary safety precautions.
8. Must be able to utilize standard computer systems for both building (HVAC, fire, etc.) and administrative (word processing, spreadsheets, etc.) purposes.
9. Ability to work with minimal supervision, establish priorities, and prepare budgets.

CERTIFICATES, LICENSES, REGISTRATIONS

1. Applicants must possess a current, valid driver's license and a current working home telephone with a number that can be accessed by building management personnel for contact purposes.
2. CPR/AED, first aid and forklift operator certification are preferred or obtainable within 90 days of hiring.
3. HVAC, Electrical or Plumbing license preferred.

LANGUAGE SKILLS

1. Ability to read, analyze and interpret documents such as safety rules, operating and maintenance instructions, procedure manuals, periodicals, professional journals, technical procedures or government regulations.
2. Ability to write professional procedures, reports and correspondence.
3. Ability to effectively present information and respond to questions from groups of managers, clients, customers and the public.
4. Ability to speak and understand English.

MATHEMATICAL SKILLS

1. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY

1. Ability to define problems, collect data, establish facts and draw valid conclusions.
2. Ability to interpret a variety of technical instructions in mathematical or diagram forms dealing with both abstract and concrete variables. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; ability to remember previously learned material such as specifics, criteria, techniques, principles, and procedures ; ability to grasp and interpret the meaning of material; ability to use learned material in new and concrete situations;

ability to break down material into its component parts so that its organizational structure can be understood; ability to recognize casual relationships, disseminate between behavior mechanisms, and identify elements that are relevant to the validation of a judgment; ability to put parts together to form a new whole or proposed set of operations; ability to relate ideas and formulate hypotheses; ability to judge the value of material for a given purpose on the basis of consistency, logical accuracy, and comparison to standards; ability to appraise judgments involved in the selection of a course of action; ability to identify choices and potential outcomes, determine importance of outcomes, combine information to prioritize options and make decision based on best and most important choice.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is frequently required to reach with hands and arms; stoop, kneel, crouch, or crawl; and talk or hear.
2. The employee is required to stand; walk; sit; use hands to finger, handle, or feel; and climb or balance.
3. The employee must be able to lift and/or move up to 50 pounds.
4. Specific vision abilities required by this job include 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 time schedules.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions; extreme cold; extreme heat; risk of electrical shock; and vibration.
2. The noise level in the work environment is occasionally loud.

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 the 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:	