

Penticton Trade and Convention Centre (PTCC)

Title: PTCC Operations Supervisor

Reports To: Operations Manager & Director of Operations

Job Summary:

Under general direction from the Operations Manager/Director of Operations the PTCC Operations Supervisor supervises and coordinates the housekeeping, event setup & tear down and daily operational activities at the PTCC.

Qualifications:

- Two (2) years of increasingly responsible experience in housekeeping or event setup in a convention centre, hotel, sports venue or other public assembly facility with at least one (1) year of supervisory responsibility
- Knowledge of services and activities related to public assembly facility housekeeping and event set up operations
- Knowledge of public assembly facility related operations including drayage, audio/visual, electrical, venue maintenance etc...
- Familiarity with terminology used in convention centre settings
- Computer Skills – Microsoft Office applications
- Knowledge of customer service practices
- Ability to work flexible schedule

Job Functions:

- Plan, direct and coordinate the setup and tear down of facility equipment for events at the PTCC ensuring compliance with event work orders, relevant building and fire codes.
- Plan, direct and coordinate the custodial/housekeeping functions for the PTCC
- Assist with the overall daily operation and maintenance of the PTCC
- Assign work activities, monitor work flow, inspect work product of subordinates ensuring tasks have been completed in a timely manner according to department and venue standards
- Receive and maintain supplies
- Conduct inventories of equipment at PTCC
- Develop and maintain accountings for labor and materials by event and cost category
- Maintain storage areas and equipment in designated areas in a neat and orderly manner
- Operate a wide variety of equipment used in the maintenance of the facility such as riding floor scrubbers, high lifts, fork lifts, vans, carpet extractors, floor polishers etc...
- Attend internal meetings representing the Operations Department
- Work effectively in a service oriented environment subject to frequently changing priorities
- Ability to work under high pressure in meeting urgent deadlines
- Establish and maintain a cooperative working relationship with those contacted in the course of work: staff, contractors, facility users...
- Work a flexible schedule including early mornings, days, evenings, overnight, weekends, holidays, extended (long) work days and extended number of days
- Perform other duties as assigned

Questions, Resumes and Cover Letters are to be forwarded to
Kevin Webb – Director of Operations

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