

NY Convention Center Operating Corporation

Jacob K. Javits Convention Center

IMMEDIATE OPENING

Job Title: Assistant Set-up Solutions Manager

Department: Set-up Solutions/Environmental Solutions

Supervisor: Mike Ruberry Vice President Set-Up and Event Solutions

Human Resources Representative: Melissa Vele; Director of Human Resources
Applicants can submit their resume via: fax (212 216-4484), e-mail hronline@javitscenter.com or mail to the: Human Resources at the Jacob K Javits Convention Center 655 West 34th Street, NY, NY 10001.

Position Summary:

The Assistant Set-up Solutions Manager will work closely with the VP Set-up and Event Solutions, the Senior Director of Environmental Solutions, the Set-up Solutions Manager and the Event Logistics & Facility Support Manager on the planning and execution of set-up services for all events. Additionally, the Assistant Manager will work with Environmental Solutions Managers, Event Solutions Managers, the Sales team and, as necessary, other support departments to develop and direct plans to satisfy set-up requirements as well as oversee furniture and equipment sets and removals for all events. These efforts will include monitoring furnishings and equipment inventories as well as maximizing furnishings and equipment storage and maintenance opportunities. The Assistant Manager will be expected to oversee a process that ensures a complete and accurate coding/accounting of all expenses and the capture of all revenue opportunities. The Assistant Manager will manage pre-function (floor and carpet care), facility grounds and show floor/event cleaning operations when necessary. The Assistant Manager will have a flexible mindset and be available to work weekends, alternating AM or PM shifts and holidays as necessary.

Major Duties and Responsibilities:

1. Assists in the daily activities of Set-up, Environmental (EVS) and other event related services.
2. Assists in the planning, organizing and the directing of team members to ensure the highest degree of customer satisfaction through the efficient and effective delivery of Set-up and EVS services.
3. Supervises Set-up/EVS staff (including Set-up and EVS supervisors and line staff).
4. Supervises cleaning and upkeep efforts tied to pre-function space floors and carpeting as well as the surrounding grounds of the facility as necessary.
5. Monitors Set-up/EVS equipment, furnishings and supplies inventories.
6. Upholds the highest standards of professionalism, customer service, accuracy (furniture and equipment sets) and cleanliness (all tasks tied to EVS).
7. Assists in the preparation of Set-up/EVS shift schedules and job assignments based on facility and/or event requirements.
8. Oversees the proper maintenance and storage of all equipment. Communicates equipment damages and assists in the initiation of repair processes. Communicates equipment shortages and assists in the initiation of replacement processes.
9. Coaches, counsels and disciplines employees as necessary. Participates in any processes tied to the hiring of new Set-up/EVS employees.
10. Assists, as necessary, in the planning, implementation and reinforcement of all Set-up (equipment and furnishings delivery, setting and removal) and EVS (all cleaning and flooring/carpeting maintenance processes) “best practices”.
11. Actively contributes to the attainment of (as well as the determination of) departmental goals.
12. Takes a “safety first” approach at all times.

Education and Requirements:

1. High school diploma, or equivalency, college preferred.
2. Set-up and cleaning operations experience in an event facility or hotel property and/or someone with an exposition industry general contractor operations background is preferred. Individuals without Set-up/exposition industry operations experience must have at least three years event venue, commercial, hospitality or healthcare supervisory cleaning experience.
3. Customer Service oriented, strong interpersonal skills, ability to maintain composure under stressful situations.
4. Excellent attention to detail ability to multi-task and follow through on all assignments.
5. Ability to adapt to shifting priorities, demands and timelines within a fast-paced environment.
6. Must be punctual, ability to work flexible hours, to include holidays, dictated by the needs of the business.
7. Bi-lingual is preferred.

The Policy of this Company prohibits any employment practice, which in any way discriminated or tends to discriminate against any person, employee, or applicant for employment, with respect to conditions or privileges of employment because of an individual's race color, religion, national origin, ancestry, martial status, non-job related disability, past service in the Armed Forces for the United States, sex, or age as provided by law.

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