



**Job Title:** Director of Labor Solutions

**Department:** Labor Solutions

**Supervisor:** SVP Labor Solutions

**Applicants can submit a resume via e-mail to [career@javitscenter.com](mailto:career@javitscenter.com)**

The Javits Center has been considered the busiest convention center in the United States, hosting the world's leading conventions, trade shows and special events on Manhattan's West Side. These large-scale events have generated more than \$2 billion in annual economic activity for New York City and New York State, supporting as many as 18,000 jobs in and around the facility. Located on 11<sup>th</sup> Avenue between West 34<sup>th</sup> Street and West 40<sup>th</sup> Street, the iconic structure has played a prominent role in New York's recovery and resurgence, and with a state-of-the-art expansion project recently completed, the venue features more than 850,000 square feet of total exhibition space, two new floors of new meeting room space, a rooftop pavilion and terrace, as well as a range of catering, sustainability, and technology services.

**Position Summary:**

The Director of Labor Solutions directs and develops the Javits Center's on-call labor work force of approximately 1500 Carpenters, Teamsters, and administrative staff. The primary purpose of this position is to facilitate the smooth and economical move in and move out of tradeshow and special events to insure world class service to Event Managers, General Contractors, EAC's, clients and guests.

**Key Job Accountabilities:**

- Establishes and maintains effective working relationships with external customers; Event Managers, General Contractors and EAC's, and internal departments; Event Solutions, Sales & Marketing and Security & Safety Solutions, to ensure consistency of services and the highest quality of operation.
- Provides for control of day-to-day operations; assuring the coordination of plans, programs, and events; conducts pre and post event operational meetings.
- Supervises staff to ensure timely and accurate fulfillment of labor orders, timely set up and break down of events.
- Communicates Javits labor and safety policies to contractors and customers, including Javits work rules, required changes in call back and overtime assignments and/or procedures.
- Personally, and through subordinates, maintains positive employer/employee relations.
- Directs, develops, and coaches department personnel to work to their full potential.
- Recognizes employees who meet or exceed expected levels of performance. Implements corrective action procedures with employees whose performance or conduct does not meet required levels.



- Establishes and maintains a constructive relationship with union representatives.
- Liaises with Security & Safety Solutions and Human Resources to ensure compliance with collective bargaining agreements, and safety regulations and policies.
- Accountable for the development and execution of the department operational budget.
- Prepares monthly, quarterly, and annual reports to analyze business results.
- Attend and participate in professional group meetings; maintain awareness of new trends and developments in the field of convention center operations; incorporate new developments as appropriate.

**Qualifications:**

- Bachelor's degree or equivalent work experience.
- Minimum of 7-10 years' senior management industry experience, i.e., Trade Show Management, Arena, Convention Center or Stadium, or equivalent combination of education and work experience.
- Ability to work simultaneously with a broad variety of vested interest groups to foster a cooperative environment.
- Ability to perform effectively under significant pressure typically associated with meeting the demands and timetables of the Center's aggressive show schedule.
- Demonstrated ability to lead people and get results through others.
- Ability to anticipate problems and implement immediate corrective action.
- Proficiency with the Microsoft suite of productivity applications such as Word, Excel, and Outlook.
- Proficient with Financial and time keeping systems such as Oracle, and Kronos.
- Flexibility to work varying shifts, including nights, weekends, holiday and occasional 6-day work weeks, dictated by the Show Schedule.
- Excellent communication, interpersonal, and relationship building skills.

The policy of this company prohibits any employment practice which in any way discriminated or tends to discriminate against any person, employees, or employment with respect to conditions or privileges of employment because of an individual's race, color, religion, national origin, ancestry, marital status, non-job-related disability, pass service in the Armed Forces of the United States, sex, or age as provided by law. NY CONVENTION CENTER OPERATING CORPORATIN IS AN EQUAL OPPORTUNITY EMPLOYER