



## SENIOR DIRECTOR, VENUE OPERATIONS

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GSL Group includes a wide range of businesses including Real Estate Development, Holdings and Construction (Commercial, Industrial, Residential and Sports & Entertainment Facilities), E-Commerce, Sports and Entertainment, Travel & Hospitality, Food & Beverage, and Agriculture.

We are looking for a Sr. Director of Venue Operations who will be responsible for overseeing operations for all of GSL's venues: Save On Foods Memorial Centre (Victoria), Prospera Place & Capital News Centre (Kelowna), Planet Ice Facilities (Delta, Maple Ridge & Coquitlam).

### RESPONSIBILITIES

This multi-faceted role will have a number of accountabilities, including but not exclusive to those listed below:

- Responsible for short- and long-term planning, staffing forecasts and operational review of events and profitability
- Manages day-to-day operations and building preparations for all events
- Leads all event, facilities, building and housekeeping operations
- Oversees all service partners and suppliers
- Develops and implements operations strategies that improve execution, efficiency and provide additional value in a cost-effective manner
- Responsible for execution of contracts – estimated cost vs. actual cost; review of contracts; supervision of labor and subcontractors; preparation of invoices and collections
- Proactively communicates with and seeks feedback from all staff; seeks to continuously improve performance and efficiencies
- Provides recommendations for new systems, additions, repairs and replacements that will ensure that health and safety requirements are being met
- Acts as the primary contact for the Venue to support relationships with various organizations that utilize the facility
- Monitors and evaluates revenue and expenditures status on an on-going basis, preparing budget summaries and analysis as required
- Evaluate and control event staffing & housekeeping operating expenses to reflect appropriate levels of staffing
- Responsible for creating a 'winning culture', leading change initiatives and removing barriers to build a world class venue through exemplary leadership practices
- Creates and communicates a vision which aligns the Operations Strategy to GSL's strategy and becomes the basis for long range venue, equipment, facilities, and human resources planning and execution to deliver long term goals



#### REQUIREMENTS:

- Bachelor's degree in related field or equivalent experience
- Minimum of 5 years' experience in a stadium or event venue
- Proven knowledge and experience in leadership, strategic planning, operations, financial management, and production of large-scale events
- Proficiency with MS Word, Excel, PowerPoint and other applications

#### THE IDEAL CANDIDATE:

- Excellent Communication skills, with the ability to present ideas confidently and persuasively
- Excellent attention to detail and exceptional project management skills
- An inspirational, strategic and compassionate leader who recognizes the achievement of others and builds on the success of the team
- Demonstrated ability to lead, develop and motivate teams to an ever-increasing level of performance, fostering an inclusive, positive and empowering culture and work environment
- Keen understanding and recognition of what is needed to provide a best in class experience
- Proven ability to solve and resolve to satisfaction the needs and requirements of internal and external arena and site user groups
- Strong entrepreneurial spirit, with the ability to create an effective operations culture and implement essential operations protocols
- Strong business acumen with the ability to build, communicate and persuasively champion for existing and potential opportunities while establishing and maintaining influential partnerships at all levels
- Passionate about music, concerts and live events!

**Compensation:** will be commensurate with experience.

**Job Location:** can based in Victoria or Kelowna

*GSL is proud to be an equal opportunity employer. We value diversity and are dedicated to providing a work environment that is free from harassment and discrimination. All employment decisions are made based on qualifications, job requirements and business needs. GSL is passionate about being known for an inclusive culture where talented people of all backgrounds want to work.*