

**Position Title:** Assistant General Manager**Job Summary:**

The Assistant General Manager (AGM) reports directly to the General Manager and is responsible for the day-to-day activities of the assigned operationally focused departments within the facility. The AGM is also responsible for reinforcing a “one team” approach with all departments and contractors within the venue. The role includes helping facilitate optimum efficiency by maximizing revenue, ensuring budget expenses are monitored appropriately and providing exceptional customer service for internal and external clients. The work is to continuously improve the reputation and high standards of the facility within the industry that lead to positive client experiences.

**Essential Duties and Responsibilities:**

- Improve operational efficiencies by maximizing departmental synergies through fostering a “one team” environment with all working units within the facility.
- Currently the role would oversee the following departments which are subject to change: Operations (Environmental Services and Production), Engineering (all trades), Public Safety, IT, Event Services and serve as the main liaison with the in-house preferred AV contractor, Premier AV.
- Assures the coordination, implementation, and administration of specific plans and programs prescribed by General Manager, and/or corporate directives, to include but not limited to maintaining high standards of excellence in customer service, employee training and development, quality assurance, energy efficiency/sustainability, safety/emergency, information technology, asset maintenance, crowd control and crisis management procedures.
- Implement facility policies and goals in accordance with the ASM Global management contract, client’s objectives, and corporate policy.
- Meet on a consistent basis with the assigned Department Heads for quality results and clarity of communication to review activity, budget reports, planning needs, projects, personnel, key obstacles, and reasons for celebration.
- Responsible for contractor compliance within the facility ensuring adherence to established policies/procedures at the facility for contractors assigned by GM.
- Ensures direct report departments all abide by necessary DRCFA board and procurement policies and guidelines.
- Build special “project teams” as needed to create quality deliverables that serve the venue, the staff, and the client well.
- Establish and maintain effective working relationships with clients, tenants, employees, contractors, union representatives, public as well as key stakeholders from the CVB, city, county, state, Detroit venues, first responders, chamber etcetera.
- Ensure all codes, laws, ordinances, policies, procedures, risk management, safety precautions, rules, regulations, and emergency procedures are followed.
- Implement process and procedures within the departments to establish “best practices” and maintain customer service standards that are designed to create a positive and professional image in-line with those of a first-class facility to generate repeat business.
- Assist in the preparation of the annual budget and capital project budget for future repairs and improvements to the venue.
- Respond to crowd control and/or crowd management situations in a prompt, calm, and decisive manner during crisis situations.
- Be able to step in for the General Manager for meetings, presentations and in addressing client concerns as needed.
- Conduct performance appraisals and disciplinary actions for staff.
- Interview, hire and train staff.
- Remain current on national trends in the industry and local market changes that affect the facility.
- Other duties as assigned.

**Skills and Aptitudes:**

- Communicate effectively with others both orally and in written form.
- Experienced in successful team building focused on creative & solution focused deliverables while exhibiting a “can do” attitude.
- Must have experience in project and budget management as well as software implementation and training.
- Experience working with labor unions and ability to be a strong right-hand resource for the General Manager.
- Must work effectively under pressure and/or stringent schedule and produce accurate results.
- Strong orientation towards hospitality/customer service for the meeting, convention, and entertainment industry.
- Be licensed and insured to operate a motor vehicle in the United States.
- Proficient in using and training others in technology to enhance the visitor experience and operational efficiency of the facility.
- Aptitude for basic working knowledge of facility systems such as life safety, building automation, mechanical, lighting, plumbing, HVAC, electrical, telecommunications, and maintenance management.

**Education and Experience:**

- Four-year degree in Management/Business/Hospitality or related field preferred or professional equivalent.
- 5 years of experience working in or with venues at a senior management level.
- Experience in Windows, Power Point, Microsoft Office software required and experience with Event Management and Maintenance Management Software preferred.

**TO APPLY:**

Please go to the website listed below:

<https://recruiting.adp.com/srccar/public/RTL.home?c=1152751&d=ExternalCareerSite&r=5000751250106/>

**No Phone Calls**

This position offers a competitive salary and benefit package.

*TCF/ASM is an Equal Opportunity/Affirmative Action Employer, and encourages Women, Minorities, Individuals with Disabilities, and Protected Veterans to apply. VEVRAA Federal Contractor.*