



JOB POSTING

Director of Operations

Circa specializes in professional destination management services supporting conventions, corporate meetings, association conferences, non-profit organizations, and other group gatherings of all types and sizes.

We produce custom events with precision and flair, orchestrate smooth logistical operations for large groups, capture and convey the authentic spirit of all the unique destinations in which we operate, and manage programs from their outset through to completion.

Throughout every program, we endeavor to make discovery, inspiration, excitement, engagement and entertainment part of our guests' journey.

Director of Operations

Responsibilities of this position include selection and development of destination management staff, directing event/program management and assignments, and ensuring successful execution and service of all regional programs. This position is responsible for program operations, ensuring that contracted programs and events are completed as scheduled, within quality standards and cost objectives. In addition to managerial team functions, this individual will be responsible to manage several high profile, high budget programs with a focus on extensive event experience including a strong back ground in vendor negotiation, budgeting acumen, project timeline management, planning and on-site execution. Event management includes facility/venue rentals, transportation, food and beverage, decor and design, entertainment, lighting-sound and production.

Primary Responsibilities:

- Responsible for strategic staffing throughout the region - hiring, training, setting performance goals and overall management of operations team for that destination.
- Responsible for staff training on all Circa program standards and processes, including Health & Safety.
- Conduct reviews, set performance goals, perform disciplinary actions, and make recommendations on compensation and incentive schedules as needed for staff.
- Manage high profile accounts with budgets ranging from \$500K-\$3M events, overseeing post con meetings for large programs.
- Develop regional supplier/partner business relationships, negotiating contracts and setting terms of contracts.
- Lead "Performance Team" meetings in the alongside other department leaders, reviewing all program particulars, and client needs per program file.
- Depending on business volume, may have to assist on proposal development.
- Represent the Company and its affiliated brands at industry functions.



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Qualifications:

- Desired 7 or more years' experience leading teams, operating and managing large complex program in events industry.
- Bachelor's degree in Business Management, Project Management, Hospitality Management, or related degree beneficial
- Track record of managing and motivating large teams.
- Excellent interpersonal and communication skills with a diverse group of clients, supplier/partners and employees.
- Must be able to work well with all levels of Circa management and staff, venue staff, clients and supplier/partners.
- Must be able to work flexible hours including weekends, evenings and holidays.
- Ability to travel to venue locations, client sites, and Circa offices as needed.
- Must be highly organized and be able to work within program and project deadlines on a daily basis.
- Ability to read, analyze, and interpret client proposal requirements, contracts, financial reports, and other legal documents.
- Ability to respond to common inquiries or complaints from clients, supplier partners, and co-workers.
- Ability to prepare reports and write business correspondence.
- Ability to effectively present information and respond to questions from clients, supplier partners, and hoteliers.
- Ability to calculate program costs, percentages, discounts, profit margins, and perform other mathematical requirements involved in a proposal.
- Ability to anticipate and deal with problems involving few concrete variables in a typical office situation.

Locations:

Remote position / preferred locations

- South Florida (Miami, Ft. Lauderdale, Naples, Marco Island, Ft. Myers)
- Orlando
- DC/Mid-Atlantic
- Texas (Dallas, Houston, San Antonio, Austin)
- Arizona (Phoenix, Scottsdale, Sedona, Tucson)
- Southern California (San Diego, Palm Springs, Los Angeles)