



We are seeking a General Manager to take the lead in the operations and delivery of Beyond Van Gogh: The Immersive Experience. This is a unique, hands-on role with a heavy focus on delivering the Guest Experience and Team Leadership in a busy, high-volume environment. You will mentor and guide your team and communicate the ultimate vision of the exhibition to deliver the highest quality of service. As well, your role will actively work to control costs, efficiently manage the day-to-day operations of the Exhibit and maximise productivity.

Your Role:

- **Recruitment and scheduling of event staff.**
- **Lead staff of 30+ members - FOH Operations, Retail Staff and Exhibit Floor Staff**
- **Communicate the vision to all team members and lead by example**
- **Accountable for the day-to-day operations of the venue including staffing, cost controls, staff training, and active daily floor management.**
- **Implement quality control ensuring event staff are performing all described duties with exceptional guest experience in mind**
- **On site customer relations and critical thinking**
- **Limited on-site ticket management, working closely with a remote CSR team.**
- **Preparing company reports such as daily show reports on merch, daily ticketing reports, payroll submission to accounting team**
- **Maximize employee productivity, ensure compliance and consistent execution of company Policies & Procedures and established Best Practices**
- **Ensure accuracy and timeliness of payroll and company records.**
- **Manage all personnel, product and merchandising functions, business processes and merchandise results**
- **Direct and motivate all teams to provide unparalleled, spirited service to all customers, generate sales and profit, minimize losses, and ensure the event is visually distinctive and impeccably maintained**
- **Create an environment which is spirited and results-driven**
- **Liaise with and maintain an excellent working relationship with the venue management.**

Desired Skills & Experience:

- **Organizational Team building and interpersonal skills a must**
- **Visionary leader with the ability to provide steadfast guidance to all departments**
- **Strong conflict resolution and decision-making skills**
- **Proven success in leading, training and motivating teams**

- Strong ability to plan, execute, and prioritize tasks
- Personnel management including but not limited to recruitment, scheduling, timesheets, labour law compliance
- Demonstrates high personal integrity, business ethics and takes every opportunity to promote the venue
- Strong business acumen
- Post secondary diploma/degree in Business or Hospitality considered an asset
- Past experience in Hospitality or Event Management is desirable.

Other:

- Knowledge of ShowClix, WhenIWork or @Venu software packages a great asset, although training will be provided.
- Some knowledge of AV equipment operations would be beneficial but is not required
- Superior verbal and written skills an asset

Position Details:

- Employment to commence immediately as the exhibition opening approaches.
- Minimum 40 hours per week in a physically demanding and fast paced environment. This is a hands-on role.
- This role will require flexibility as shift patterns will cover evenings, weekends and holidays.
- This is a temporary position for the duration of the exhibit's booking in Quad Cities, running May 20 – July 20

Job Types: Full-time, Temporary, Fixed term contract

Salary: \$1200/week

Schedule:

- **Shift Work:** day shift; evening shift; holidays; weekends

Work Location:

- Remote work leading up to exhibition load in and operational dates
- In-person and On-site for exhibition load in, opening, and operational dates (May 15 – July 23)

Application Submission:

- Submit Resume and Application Letter to manager@vangoghquadcities.com
- **Subject Line:** Application – Assistant Manager – Beyond Van Gogh QUAD CITIES

We thank all of those who apply but only those selected for an interview will be contacted.