



EVENTS DC
Vice President, Operations
Sports and Entertainment
Washington, DC

Events DC is seeking a talented leader with strong experience in entertainment venue management.

THE ORGANIZATION

Events DC – an independent authority of the District of Columbia government – evolved out of the merger of the Washington Convention Center Authority and the DC Sports and Entertainment Commission. Today, Events DC is the premier host of conventions, sports, entertainment, and cultural events in the nation’s capital. Events DC has three primary lines of business:

Conventions and Meetings – which operates the Convention Center and Carnegie Library and is responsible for attracting and hosting conventions, meetings, trade shows and other events.

Sports and Entertainment – which operates the RFK Stadium campus, the DC Armory, the Entertainment and Sports Arena, Gateway DC and the R.I.S.E. Demonstration Center and is responsible for attracting and hosting a variety of sporting and entertainment events.

Creative Services – responsible for creating new events and programming, both as live and digital content, including through GATHER by Events DC, a virtual platform featuring a high-end production studio, a “virtual” venue and an on-demand repository for highlighting and showcasing content related to food, sports, music, entertainment & culture, and community.

In addition to the venues described above, Events DC also built and now serves as landlord for Nationals Park. Additionally, Events DC owns and/or operates other venues on the St. Elizabeths Campus, including the Entertainment and Sports Arena, which is the home of Monumental Sports & Entertainment’s WNBA Washington Mystics, the NBA G League Capital City Go-Go, and the practice facility for the NBA Washington Wizards.

POSITION SUMMARY

The Vice President, Operations provides senior leadership and ensures operational excellence while communicating and implementing the organization's mission, vision, and values. This VP will lead at a strategic level to help achieve organizational objectives for all Events DC venues with special daily focus at our Sports and Entertainment assets, namely the St. Elizabeths Campus and RFK Campus. The VP will be expected to exceed annual customer satisfaction goals, maximize revenue growth and operational efficiencies, as well as provide day-to-day leadership and management for all company operations. The successful candidate will provide leadership and oversight in various functional areas of the St. Elizabeths/RFK Campus to include Event Operations, Engineering and Maintenance, Event Booking, Guest Relations, Security, Food and Beverage, Retail and Parking Operations, Marketing, and Office Administration. The VP will also have a thorough understanding of and demonstrated success in planning, promoting, procuring, directing, and coordinating building management operations. This position reports to the Senior Vice President, Operations for the Sports and Entertainment Division. The target salary for this position is \$207,648. The final offer will be commensurate with experience.

DUTIES AND RESPONSIBILITIES

The following is a detailed but not exhaustive list of duties and responsibilities of the Vice President, Operations:

- Develop and maintain ongoing operational plans to include annual budget forecasting and management, operating pro-forma and revenue projections, conversion timelines, operational policies and procedures.
- Staff management to include hiring, training and employee performance reviews and development timelines for full-time staff, etc.
- Develop and maintain key relationships to include city government agencies; federal, state, and local security agencies; neighborhood and community groups; etc.
- Work closely with Corporate Partnerships to identify and activate sponsorship opportunities with venue amenities, services, and other requirements.
- Provide leadership and direction to the Event Operations Department in staging and managing events, including conversions and facility cleaning.

- Oversee the operation of the Engineering division in providing arena maintenance, systems operations, capital improvements and facility upkeep to the relevant standards/requirements of tenants and event organizers.
- Work closely with the Sales department to maximize revenue generating event bookings at venues while ensuring operational efficiencies and driving synergies between Events DC facilities.
- Manage the venue operations in alignment with the Public Safety & Security Department and in conjunction with law enforcement to ensure the safety, security and well-being of all guests, employees, tenants, and clients of the St. Elizabeths Campus/RFK Campus.
- Manage the venue operations of St. Elizabeths/RFK, ensuring that all office policies and operating procedures are met to include the maintenance of office equipment contracts and leases.
- Work closely with marketing departments to appropriately promote all campus events.
- Represent Events DC in all applicable industry/trade organizations and serve as the primary point of contact for all St. Elizabeths Campus/RFK Campus needs.

QUALIFICATIONS

The qualified applicant will have a bachelor's degree in business, marketing, sales, facility management, or similar and at least ten (10) years of operations management experience in one or more of the following types of facilities: mid-size or large downtown convention, performing arts venues, or convention, business, or resort hotels of 500+ sleeping rooms. Experience leading a large, multidisciplinary team and existing relationships with key national promoters/agencies and a proven track record of booking traditional and non-traditional events. An equivalent combination of related experience, training, and or education may be considered.

The successful candidate will also possess the following experience, skills, and abilities:

- Thorough knowledge of facility operations, techniques and procedures involved in the management of sports complex facilities.
- Demonstrated knowledge of business management principles including strategic planning, resource allocation, talent management, leadership techniques, production methods, and coordination of people and resources.

- Knowledge of modern safety and security procedures, protocols, and methods applicable to high-traffic buildings accessible to the public.
- Extensive knowledge of modern computerized energy management system design and operation.
- Extensive understanding of all facets of facility management, including event sales & marketing, event operations and execution, building engineering, guest services and food & beverage operations.
- Demonstrated ability to project calm, decisive leadership always while conducting assigned duties.
- Ability to recognize emergency situations and to respond immediately with direct and effective corrective measures. The VP is required to serve as the Incident Commander and to oversee all response and recovery operations during emergencies.
- Excellent interpersonal, customer service and problem-solving skills in dealing with guests, clients, vendors, and external organizations.

TO APPLY

Events DC is partnering with PoliHire to identify their Vice President, Operations. If you are interested in this opportunity, please [click here](#) to submit a cover letter and resume.

Once your application is successfully transmitted, you will receive an auto-generated acknowledgment email. Please be aware that this confirmation email may be in your junk/spam folder.