

**MARKETPLACE WASHINGTON LLC
OPERATIONS MANAGER
JOB DESCRIPTION**

1) **Title:** Operations Manager

Reports To: Assistant General Manager

Job Description:

- a) Oversee the day-to-day operation of the airport's food & beverage and retail concessions program.
- b) Maintain all areas of responsibility a timely, efficient, and smooth manner.
- c) Manage concessions operations for compliance with policies and procedures, and relevant operational, safety & security regulations.
- d) Conduct operational and food safety inspections as required.
- e) Assist with training and safety programs.
- f) Engage in the Risk Management Committee and process at all levels.

Responsibilities:

- a) Program
 - Oversee the concessions maintenance and inspections program.
 - Execute special assignments as may be given from time to time.
- b) Inspections
 - Conduct and accurately record required inspections and resolve violations and deficiencies.
- c) Risk Management
 - Serve as primary contact for risk management issues.
- d) Contract Services
 - Ensure that contracted services are provided in accordance with the agreement and company standards.
- e) Merchant Relations
 - Maintain effective relationships with merchants, contractors, Airport Authority, and airport tenants.
 - Respond to retail and food & beverage merchant operational issues, problems and requests, including after-hours alerts and emergencies.

Special Skills and Characteristics of the Successful Employee:

- a) Strong interpersonal and personnel management skills and exceptional organizational and time management skills.
- b) Ability to motivate, train and communicate information to others.
- c) Must have the ability to make good decisions quickly and be flexible.
- d) Willingness to work a varying schedule is essential, including nights, weekends, holidays and inclement weather.

Education, Experience and Special Knowledge:

- a) Bachelor's Degree.
- b) Current ServSafe Certification
- c) At least three years of experience in restaurant management or relevant facility operations management is necessary.
- d) Thorough knowledge of restaurant, shopping center, or facility operations, budgeting and housekeeping standards and practices.
- e) Valid driver's license, clean driver's record and personal transportation is required.
- f) Proficient in the use of Microsoft Word, Excel, and email programs.
- g) Some familiarity with relevant OSHA regulations and state and local ordinances is a plus.