

OPERATIONS MANAGER

Full-time, nights and weekends required April - mid-November

Reports to: Founder

Compensation: \$60,000 - \$65,000 *depending on experience*

Start date: Flexible for hire in January 2021

To apply, review this position profile to determine if you meet the qualifications. You can follow the link at the end of this position profile to apply. Qualified candidates will be contacted directly with next steps.

Primary goal of this role:

The operations manager will work literally and figuratively alongside our founder to learn the ins and outs of running CJ's Off the Square to then lead our team to new heights of success as a boutique event venue in the Nashville market.

The operations manager is directly responsible for the day-to-day operations of the venue which includes maintenance and improvements, managing our team of sub-contractors, improving profitability through effective budget management, procurement and quality control while contributing operational insight to the overall sales and marketing strategy of the business.

You will:

1. Maintain the appearance and function of the venue at all times.
2. Master internal processes and procedures and develop new ones to ensure our team is working efficiently at all times.
3. Ensure quality control within our staff as well as within our vendor team.
4. Provide effective budget management to maximize profit through all areas of the business.

Candidates should have no less than 5 years of experience working at a management level position in the hospitality industry. Experience with weddings is ideal, but not required. However, you have to LOVE weddings to work here. If you don't like them or only tolerate them, this job is not for you.

As a part of our team, you'll wear many hats and have the opportunity to help grow and shape the future of our company. The only limit is your drive, commitment and imagination.

This job might be perfect for you if:

- You're familiar and confident with venue or banquet hall financial systems and cost controls.
- You're an effective, clear communicator in all formats.
- You have a curious, efficient, and solution-oriented mindset.
- You're borderline obsessed with weddings.
- You're always on time (or early) and strive to deliver ahead of deadlines.
- You have excellent project management skills and are able to juggle multiple projects while communicating honestly about your timelines, challenges and questions.
- You do great work autonomously and as part of a highly collaborative team (you'll need to do both here!).
- When a mission-critical project happens, you work until the job gets done.
- You do whatever it takes and the phrase "That's not my job" is not a part of your vocabulary.
- You're hyper focused on getting the details right — you don't do sloppy work or let little things slip through the cracks.
- You're on top of the latest and greatest in techniques and technologies.
- You love learning new things and adapting to changes on the fly.
- You're a good personality wrangler. In other words, you get along well with lots of different personalities, can build consensus to ensure everyone is on the same page and working toward the same goals.
- Saving money brings you joy.
- You own up to your mistakes.
- You're coachable: you can hear feedback and make changes without feelings being hurt..
- You can stay calm in a storm and easily smooth things over with a vendor, client or guest.
- You have a strong interest in wedding industry trends, industry experts and traditions/cultures of weddings around the world

This position is not for you if:

- You have personal drama: your personal life may not be perfect, but it isn't a disaster. You don't seek, create, or encourage drama at home, at work, or online.
- You don't really commit wholeheartedly to anything.
- You think self-help is weird.
- You have no sense of humor.
- You don't live and work in the greater Nashville, TN area.
- You need health or retirement benefits from your employer.

You Know How To Use:

- Asana
- Quickbooks
- Microsoft Office products including Word, Excel, PowerPoint, and Outlook
- Google Calendar
- Google Drive (docs, sheets, forms etc.)
- Dropbox
- Zoom, Google Meet or similar video conferencing tools

What this role involves:

FACILITIES MANAGEMENT

- Procure, train and manage all facility service providers (cleaning, landscaping, plumbers, electricians, painters etc.) to ensure the venue is in good repair.
- Create and manage a monthly preventative maintenance schedule and all repairs as required.
- Manage the safety and security of the venue.
- Work with our planning team to ensure vendor load in and load outs run smoothly during the event season.
- Works with the founder on capital improvements throughout the property such as renovations or improvements to the facility.
- Create and manage a monthly operations budget.
- Be on call and the first to respond to maintenance issues or emergencies 24/7. These are rare, but they do happen occasionally.

OFFICE MANAGEMENT

- Supports company operations by maintaining office systems, supplies and equipment.
- Works with the founder to create operating procedures and protocols as needed so our entire team is always working efficiently.
- Maintains company staff by recruiting, selecting, orienting, and training staff.
- Achieves financial objectives by preparing an annual budget, scheduling expenditures, analyzing variances, and initiating corrective actions.
- Manages payroll and employment taxes for the business.
- Ensures the business is compliant with all current employment laws in the state of TN.
- Works with the administrative assistant to ensure all invoices are entered and paid on time.
- Manages the annual analysis of our products and services along with updating our brochures and other marketing collateral.

VENDOR MANAGEMENT

- Will work with our vendor team (sub-contractors) to provide excellent communication and quality control between our teams.
- Will work with the founder to procure new vendors as required.
- Will ensure all vendors follow venue protocols and are compliant with insurance and workers comp requirements.
- Works within our team to maintain and improve our curated service menu to ensure we are always offering our clients on trend style options with internal price controls.

ON AND OFFLINE NETWORKING

- Manage “CJ’s Off the Square” Linked In profile
- Regularly connect with other wedding brands/professionals off and online to always be front of mind with industry peers.
- Attend no less than one wedding/event industry event per month.

EDUCATION

- Bachelor’s degree preferred or equivalent professional experience

PHYSICAL DEMANDS

- Must be able to stand, walk, sit for prolonged periods of time
- Must be able to bend, stoop, crouch
- Must use hands to reach, grasp, handle, pull and push
- Must be able to lift 40 lbs. and occasionally set up tables, chairs, climb a 10 ft ladder

WORK HOURS & BENEFITS

- CJ’s Off the Square is open Tuesday - Saturday, 10 AM - 6 PM. We are closed on Mondays. While occasionally working from home is possible, this role is required to work at the venue most days. Working nights and weekends during our event season (April - mid-November) is required.
- All employees take 5 consecutive days off in July. In addition, paid vacation days also include Easter, Thanksgiving Day, Christmas Eve, Christmas Day, New Year’s Eve, and New Year’s Day.
- This position also includes 12 floating holidays per year (this includes any and all paid time off such as vacation and sick days). Time off is accrued monthly (1 day per month) and will expire at the end of the year. Use it or lose it... and you are highly encouraged to use it! Floating holidays cannot be used during our event season without express permission from the owner.
- An additional day off is given for working an event on a Sunday. This can be cashed out at the end of the year if it is not fully used up.
- CJ’s Off the Square does not currently offer health or retirement benefits.

About CJ's Off the Square:

[CJ's Off the Square](#) is a boutique wedding and event venue located just south of Nashville in Franklin, TN. We specialize in romantic, intimate outdoor weddings for up to 135 guests in our historic home and garden. Since 2005, CJ's Off the Square has been providing a low-stress, no-hassle planning experience for its clients. We offer full-service wedding packages that include not only a beautiful setting but also top-notch planning and design services. And we pride ourselves on having more 5 star reviews than any other venue in Tennessee.

Our mission is to simplify the wedding planning process so that couples can use their engagement to focus on what matters most: preparing for marriage. Because we take care of all the details, our couples and their families can be fully present on their wedding day to make memories that will last a lifetime.

We are a small team that makes big things happen. We value sincerity, efficiency, and beauty and are big believers that work should be fun. We work hard and celebrate often. Our motto is "coffee first, champagne later." Our team is made up of full and part-time employees and contractors who work both virtually as well as on property.

If this sounds like the perfect role for you, please complete an application here.
<https://forms.gle/W7EJCopYTyWqQ8GE6>

CJ's Off the Square is an equal opportunity employer.