POSITION OVERVIEW

HUNTINGTON CONVENTION CENTER OF CLEVELAND AND GLOBAL CENTER FOR HEALTH INNOVATION (SMG)

GENERAL MANAGER
ABOUT CLEVELAND, OHIO

Grit meets sophistication in a town where you can browse modern art inside a turn-of-the-century transformer station, hear the orchestra perform live inside the local hot dog joint and chow down on pierogi stuffed with beef cheek. Cleveland’s got world-class experiences without the world-class ego.

While Cleveland isn’t a place for people who follow the herd, it is for those who know how to have a good time. It’s what happens when you never take yourself too seriously. Click here to find things to do in Cleveland.

Click here for the “This is Cleveland” website.

THE HUNTINGTON CONVENTION CENTER

Located in Downtown Cleveland, the Huntington Convention Center of Cleveland and Global Center for Health Innovation offers 390,000 total sq. ft. of prime space. Connected to the 600-room Hilton Cleveland Downtown and within walking distance of nearly 5,000 hotel rooms, Cleveland’s convention center campus is a convenient location to host small executive meetings or large industry trade shows.

The Huntington Convention Center offers 225,000 sq. ft. of exhibit space, more than 140,000 sq. ft. of meeting and event space, 30 breakout rooms and a 32,000 sq. ft. Grand Ballroom divisible into three spaces.

Click here for Room Specifications and Floor Plans.

- Junior Ballroom
- Concourse
- Exhibit Hall
- Exhibit Level Rooms
- Grand Ballroom

The Global Center for Health Innovation connects meeting planners with 45 of the world’s leading healthcare brands including GE Healthcare, Siemens, Philips, Cisco Systems and Cardinal Health. In addition to providing meeting planners with access to industry resources, the Global Center features three breakout rooms, an Executive Boardroom and 20,000 sq. ft. of ballroom and atrium space.

SUSTAINABILITY

The comprehensive sustainability plan for the Global Center for Health Innovation and the Huntington Convention Center of Cleveland includes building the new Convention Center below grade with a green roof. The new Convention Center replaces an existing below-grade structure and enhances the Mall with extensive additional plant life and soil materials that more efficiently filter storm water. The new mall also features water-efficient landscaping using minimal water, including a plan for drought-tolerant plants to reduce water consumption.

Click here to learn more about their commitment to sustainability.
GETTING THERE

The Huntington Convention Center of Cleveland is located in the heart of downtown Cleveland, within 500 miles of nearly half of the U.S. population. Cleveland and the convention center are easily accessed by Car, Air, and Public Transportation.

Click here for more information on the Huntington Convention Center of Cleveland.

ABOUT SMG

SMG, headquartered in suburban Philadelphia, PA, is the world’s largest and most professional facility management company, with over 240 venues across the globe.

We are a global company that offers employees varied opportunities for development and advancement. To encourage success, employees receive training in customer service, security, leadership as well as discipline directed internal and external seminars and courses.

Recognizing that our employees are our greatest resource, SMG offers a benefit and reward program that includes competitive salaries, comprehensive medical programs, vacation and personal days, tuition reimbursement, a company 401(k) Plan, and compensation reward programs.

SMG conforms to all the laws, statutes, and regulations concerning Equal Employment Opportunity and Affirmative Action. We strongly encourage Women, Minorities, Individuals with Disabilities, and Veterans to apply to all of our job openings. We are an Equal Opportunity Employer and all qualified Applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, disability status, genetic Information & testing, Family & Medical Leave, sexual orientation and gender identity or expression, protected Veteran status, or any other characteristic protected by law. We prohibit retaliation against individuals who bring forth any complaint, orally or in writing, to the employer or the government, or against any individuals who assist or participate in the investigation of any complaint or otherwise oppose discrimination.

Click here for more information on SMG.

POSITION SUMMARY

The General Manager will have responsibility for the overall management of the convention center, business activities and other affairs of the Huntington Convention Center of Cleveland and the Global Center for Health Innovation (GCHI), in accordance with the policies, strategies and mandates established by the Cuyahoga County Convention Facilities Development Corporation (CCCFDC). The General Manager is accountable to the CCFDC and the CCFDC Executive Director, for the development of policies, procedures, and programs that create success for the convention center and GCHI. The GM will be responsible to lead the teams/departments that ensure a high level of service, operations, convention sales, promotion/advertising, finance, human resources, security, production, maintenance, etc.

The General Manager will be integral in developing a strategic plan for the GCHI that enables the CCCFDC to define success of the GCHI and its operation. This strategic plan needs to focus on future direction, opportunities for additional tenants in the vacant spaces and other repurposed uses of the additional space in the GCHI to either complement the existing tenants or the overall use and mission of the Huntington Convention Center.

The Position will report to the Executive Director of the CCCFDC and to the RVP of SMG.

TYPICAL DUTIES AND RESPONSIBILITIES:

- Establishes and maintains active contact and an effective working relationship with the Client/Contract Administrator, tenants, government departments and agencies, Convention and Visitors Bureau, appropriate destination marketing agencies, community and civic organizations, as well as, union representatives (where applicable) to encourage continual and regular use of the facilities.
- Monitors SMG compliance with all provisions of the services contract and develops and implements
facility goals in accordance with the management contract, the Client’s objectives, corporate policy, and good business practice.

- Plans, organizes, coordinates and directs all activities and personnel engaged in maintaining and operating the facility, as well as, direction and oversight of the day-to-day operations.
- Negotiates and provides final approval on all lease agreements with vendors and contracts with event organizers, hosts, managers and agents.
- Assures the coordination, implementation and administration of specific plans and programs prescribed by corporate directives, to include: matters of training and development, quality assurance, energy efficiency, safety/emergency procedures, crowd control and crisis management procedures, or other areas as needed.
- Oversees the development of the annual operating calendar, activity schedules, and projections for attendance and/or revenue.
- Directs the development, administration and execution of all financial and operating reports including: preliminary budget, capital expenses, operating revenue, expense budgets, etc.
- Conduct weekly marketing, budgeting and staff meetings.
- Oversees the overall sales and marketing for the venue to include but not limited to convention sales.
- Fiscal responsibilities as a steward of public funds.
- Other duties as assigned.

FINANCE AND BUDGETING

Ability to create and manage financial budgets, interpret financial statements. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations, in order to manage finances and budgeting. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

OTHER SKILLS AND ABILITIES

Excellent oral communication and presentation skills. Excellent negotiation skills. Ability to respond effectively to the most sensitive inquires or complaints. Ability to relate to all people at all levels of the organization. Must present an appropriate professional image. Must be a strong strategic thinker and visionary.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the job’s essential functions. Reasonable accommodations may be made to enable persons with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to speak and hear. The employee is occasionally required to stand, walk, and sit. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the job’s essential functions. Reasonable accommodations may be made to enable persons with disabilities to perform the essential functions. The noise level in the work environment is usually quiet.

STATUS AND SCOPE

Reports to the SMG Regional Vice President and ED of the CCCFDC. Supervises all the locations senior staff. The incumbent must establish and maintain effective working relationships with the Client/Contract Administrator (CCFDC), tenants, government departments and agencies, Convention and Visitors Bureau, appropriate destination marketing agencies, community and civic organizations, as well as, union representatives (where applicable) to encourage continual and regular use of the facilities.
QUALIFICATIONS

To perform this job successfully, a candidate must be able to carry out each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable persons with disabilities to perform the essential functions.

- 5-7 years in a senior leadership position as a GM or AGM (or like title) of a major convention center or convention hotel with significant meeting space.
- Experience working with hotels and/or DMO/CVB’s to pursue convention business.
- Relevant hotel experience preferred.
- Bachelor's degree (B. A.) from four-year college or university or related field, or equivalent combination of education and experience.

Must have a proven track record of managing and leading large scale facility operations with a diverse workforce. Must have a strong orientation towards hospitality/customer service for the meeting, convention and entertainment industry. Additionally, they must possess working knowledge of facility operating standards, building maintenance, custodial, personnel and office management, including labor relations and union contracts (if applicable). The incumbent must be able to perform effectively under significant pressure typically associated with meeting the demands and timetables of our industry. They must demonstrate business acumen with a client/customer service focus.

TOP PRIORITIES (FIRST 6-12 MONTHS)

1. Meet with the ED of the CCCFDC and the RVP SMG to discuss current and future strategies and from there go on a listening tour with community and city leaders to understand what is working and what is not.
2. From that listening tour, work with the CCFDC to begin a strategic plan with accountable benchmarks/goals and begin to execute the strategic plan.
3. Access the operations and service levels to ensure the facility is operating at a high level of customer service and efficiency.
4. Access current team to ensure they are deployed to operate at a high and efficient level.
5. Evaluate opportunities to sell / promote “showroom” spaces by thinking creatively and outside the box.
6. Develop service levels that echo high end hotels and conference centers.
7. Develop a marketing message that is a single passage message that works in tandem with the Hilton Cleveland Downtown (soon to be part of the CCCFDC).
8. Timely completion of reports and activities as directed by the responsibility of this position and as a true partner with the CCFDC.
9. Develop in conjunction with the CCCFDC Executive Director and Board a strategic plan for the future of the GCHI and implement that strategic plan.

If this could be a great opportunity to extend your professional reach, please respond through the SearchWide website or email your resume to the following SearchWide Executive:

Mark Gnatovic, Senior Vice President | SearchWide
www.searchwide.com | gnatovic@searchwide.com
817-251-9118 (direct) | 817-789-9879 (mobile)

About SearchWide

SearchWide is a full service executive search firm primarily for companies in the travel, tourism and convention, and hotel and lodging industries. We specialize in C-Level, Director and Management level executive searches for companies ranging in size from Fortune 500 corporations to mid-sized public and private companies.