Massachusetts Convention Center Authority
(Boston Convention Center & Hynes Convention Center)
ASSISTANT GENERAL MANAGER
Boston, MA
ABOUT BOSTON, MA

Boston area attractions provide more compelling things to see and do than any other convention city in North America. From America’s history found along the Freedom Trail to world-famous museums and musical institutions, local and international cuisine, and spectator sports like the Red Sox and Patriots, this is a city unlike any other. Add easy access to the beaches of Cape Cod, the coast of Maine, the mountains and lakes of New Hampshire and Vermont, the gaming resorts of Connecticut, and the world-famous mansions of Newport, Rhode Island – Boston has it all! For more information on Why Boston, click here.

ABOUT THE MASSACHUSETTS CONVENTION CENTER AUTHORITY

The Massachusetts Convention Center Authority (MCCA) owns and oversees the operations of the Boston Convention & Exhibition Center (BCEC), The Lawn On D Powered by Citizens Bank, Lot On D, the John B. Hynes Veterans Memorial Convention Center, the MassMutual Center in Springfield, Mass. and the Boston Common Garage. The BCEC and Hynes have earned a rare gold standard from the International Association of Congress Centres (AIPC), making Boston only the fourth city in North America and the 12th worldwide to have been awarded this top standard, the highest certification level a convention facility can achieve under strict AIPC guidelines.

In 2019, the MCCA hosted 336 events at the BCEC and Hynes with over 830,000 attendees, generating 800,000 hotel room nights and $870 million in economic impact.

Our Mission
The MCCA’s mission is to generate significant regional economic activity by attracting conventions, tradeshows, and other events to its world-class facilities while maximizing the investment return for the residents and businesses in the Commonwealth of Massachusetts.

Boston Convention & Exhibition Center
The beauty and symbolism of the building’s modern, glass-lined interior is reflected throughout the 2.1 million square feet of space. The 40,020-square-foot Grand Ballroom overlooks the Boston Seaport, offering breathtaking views. And with 516,000 square feet of column-free, contiguous exhibit space, and 82 meeting rooms, the BCEC has the functionality to accommodate any event. To view the floor plans and specs, click here.

The Lawn On D Powered by Citizens Bank
A first-of-its-kind outdoor interactive space in Boston, The Lawn On D Powered by Citizens Bank began as an experimental event landscape that brings together different communities, audiences and area residents for innovative programming and events in the epicenter of the South Boston Waterfront and South Boston neighborhoods. With 2.7-acres of outdoor event space on D Street next to the BCEC, the site draws audiences from across the city and brings vitality to the neighborhood through inspired, high-caliber programming and events.

John B. Hynes Veterans Memorial Convention Center
The Hynes Convention Center offers a compact, collegial environment in the heart of the city, with the latest in convention technology and services. The 176,480 square feet of versatile exhibit space includes four exhibit halls that can be used in any combination. The multi-purpose auditorium with built-in balcony is an ideal for additional exhibits or general sessions, while the 38 meeting rooms and 24,544-square-foot ballroom are just minutes from the exhibit halls.
BOSTON CONVENTION MARKETING CENTER (BCMC)
The Boston Convention Marketing Center (BCMC) is a joint effort of the Massachusetts Convention Center Authority and the Greater Boston Convention & Visitors Bureau to market and sell the Boston Convention & Exhibition Center, the John B. Hynes Veterans Memorial Convention Center and The Lawn On D. The BCMC is your single point of contact for event requirement submissions, hotel room blocks, facility contracts and site visits.

GREATER BOSTON CONVENTION & VISITORS BUREAU (GBCVB)
The Greater Boston Convention & Visitors Bureau (GBCVB) produces leads for meeting business that fits exclusively in hotels (not the BCEC or Hynes; the GBCVB does not sell the BCEC or Hynes to convention/meeting groups, that is what the BCMC does). The GBCVB will assist the BCMC, BCEC and Hynes on convention services related to groups requesting banners around the City, signage at the airport, etc. The GBCVB is a not-for-profit, membership-driven sales and marketing organization comprised of over 1,200 companies in Boston, Cambridge and across New England that depend upon the visitor and convention industries for their own success and growth.
Additionally, the GBCVB’s tourism marketing effort is a carefully planned strategy that takes into consideration every opportunity to partner with state and city government, as well as local and private groups who share the same objectives.

POSITION SUMMARY
The Assistant General Manager (“AGM”) is a direct report to the General Manager for all things Event Operations oversee. This position is responsible to assist the General Manager with the overall management, promotion and operation of the Massachusetts Convention Center Authority’s (“MCCA”):
- Boston Convention & Exhibition Center (“BCEC”)
- Lawn on D (“LOD”)
- John B. Hynes Veterans Memorial Convention Center (“Hynes”) facilities.

The AGM will have responsibility to assist the General Manager as assigned with business activities, strategies, leadership, oversight and overall direction to assigned operating departments and contract partners.

This position will directly assist the Director of Event Operation level positions to manage staff, coordinate and execute plans, link and communicate with industry associates, customers, contract partners and other key stakeholders, while assisting with developing policies, procedures, and programs, to achieve the goals as set by the General Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
The General Manager may designate various other activities. The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required. Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time for any reason.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
- Provide Leadership to the Event Operations Team in both facilities to include manager on duty on weekends and holidays as assigned by the General Manager
- Assists the General Manager with overall operations of the BCEC, LOD and Hynes, including responsibility for coordinating the scheduling of exhibitions, meetings, ballroom events trade and consumer shows and other activities held at the facilities. Represents the MCCA where appropriate to clients and guests, and various elected and public officials.
- Provides leadership to the staff in the development and implementation of standard operating procedures. Supports and motivates Directors within the Operations Department to pursue and aid the overall mission of the MCCA and to carry out their responsibilities.
• Supports the MCCA in carrying out its policy decisions and governance responsibilities. Ensures that the General Manager is briefed on key issues in a timely manner. Assists members of the MCCA in identifying and addressing issues related to its mission, vision and strategic plans.
• Serve as the lead on weekly production meetings for the BCEC, LOD and Hynes operations.
• Provides staff resources to ensure the team receives what they need to properly exercise his or her responsibilities. Establishes and maintains an effective system of communication throughout the MCCA organization. Develops and installs procedures and controls to promote communication and adequate information flow from the MCCA to its venues and contractors.
• Fosters a culture that promotes the highest ethical practices and encourages individual integrity, fiscal and social responsibility, excellence in customer service and open lines of communication.
• Makes recommendations to the General Manager for efficiencies and effective ways of conducting business.
• Assists the General Manager with the budget in cooperation with MCCA’s guidelines and expectations. Manages the budget throughout the year to maintain operational and fiscal efficiencies and effectiveness.
• Establishes current and long-range strategies, objectives, plans, and policies, based on MCCA’s goals and objectives.
• Serves as a resource and provides technical advice and assistance on improvements, construction and operation of the facilities.
• Communicates with the General Manager on the organization’s operating results, comparing them to established objectives, and taking steps to ensure that appropriate measures are taken to correct unsatisfactory results.
• As assigned represents the MCCA’s facilities with major clients, customers, the community, the Commonwealth, City of Boston and the public.
• Works jointly with the Boston Greater Boston Convention and Visitors Bureau (“GBCVB”) and the Boston Convention Marketing Center (“BCMC”) in the continuing development and effective implementation of sales and marketing efforts.
• Where appropriate, monitors ongoing revenue generation and production.
• Represents the MCCA’s facilities in contract negotiations with tenants, contract partners, and the public.
• As directed by the General Manager, oversees special studies, investigations, projects or reports.
• Assists with overseeing the “Book”, or the MCCA event calendar, for all MCCA-hosted events.
• As directed, attends Staff/Board meetings.
• Works with the HR Department in the hiring, development and retention of personnel, talent development planning/tracking and any other personnel issues.
• Carries out other duties as assigned.

**Event Management:** As directed by the General Manager implements and improves procedures to enhance overall quality and efficiency of the client and guest services of the operation. Research, identify and explore practical trends relating to the convention, meetings, and hospitality industry to gain a competitive advantage and new revenue opportunities. Make event assignments for Executive Level Programs. Make recommendations to inspire and encourage ESM to compete competitively in Venue Management.

**Exhibitor & Guest Services:** Remain involved with MCCA surveys to ensure excellence in customer service is offered to all exhibitors and clients and that feedback is used for future growth and improvement. Always be thinking of how to enhance overall quality and efficiency of all services.

**F&B, Rigging, Security, Cleaning and Contracted Services:** Assists with managing contracts with the MCCA, vendors, and contractors including but not limited to, Food and Beverage, AV, Rigging, Parking and Cleaning contractors to deliver necessary services to the MCCA’s customers and our facilities. Establish close working relationships with contract partners and MCCA leadership and teams to cohesively work together through event planning, execution and post-report to achieve industry excellence and seamless operations.
• Levy Restaurant: F&B – (a GM Direct Report)
• ABM: Cleaning and venue set up crew
• JCalPro: Rigging
• Rebel Restaurant: F&B for Lawn on D – (a GM Direct Report)
• Projection: Audio Visual
• General Service Contractor associated with event
• Transportation services
• Coat check services
• Business Center services

**Facility Sales and Marketing:** Works closely with BCMC staff regarding implementation of procedures to enhance overall quality and efficiency of sales and marketing for our facilities including the Lawn on D. Updating SOPs occasionally to incorporate improvements; communicating with the teams through changes, updates and improvements.

**Business Operation and Development:** Solicit, advise and make recommendations from venue end users (including meeting planners identified by the MCCA staff, the BCMC, and the GBCVB), with the aim of developing ideas and activities that will enhance competitive position, maximize profitability, and broaden market share.

**Budget Preparation:** Oversee and accountable for the approval and processing of expenditure and budgets with the Lawn on D, ESM departments at both the BCEC and HYNES while ensuring compliance with appropriate regulations and policies.

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:** To perform this job successfully, an individual must be able to perform 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 individuals with disabilities to perform the essential functions.

- 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.
- Ability to read, analyze, write, interpret and respond to the most complex documents.
- Ability to write and make speeches and articles using engaging and literate style. 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.

**EDUCATION / EXPERIENCE:**
- Bachelor’s degree (B. A.) preferred, or equivalent combination of education and experience.
- 7-10 years in a senior leadership position as a GM or AGM (or like title) of a major convention center, convention hotel or similar venues that have significant meeting, exhibition and ballroom spaces is strongly preferred.
- Experience working with hotels and/or DMO/CVBs to pursue convention business is strongly preferred.
- Industry certifications are strongly preferred to include: CMM, CMP, CEM or CVP

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
**WORK SCHEDULE:** The work schedule for this position typically consisting of whatever hours it takes to complete the job. The hours and days will fluctuate based upon the needs of a particular event or project, which would require the ability to work a flexible schedule including late nights, early mornings, long days, weekends and holidays. Willingness and ability to travel is required.

**TOP PRIORITIES:**

1. Meet with Director level positions within the BCEC and Hynes to ensure operating and servicing departments are running efficiently and delivering high levels of customer service.
2. Begin to assess standards and operating procedures related to service and work closely with the GM to develop short- and long-term strategic initiatives.
3. With GM, become familiar with past, current and future capital projects across the Hynes/BCEC campus. Work with key MCCA senior staff and contract partners to determine future capital plans and schedule of prioritized projects. And, begin to wrap your arms around future expansion plans for the BCEC.
4. Help transition to an Ungerboeck event management system.
5. Understand the Convention Center Fund (CCF) and our legislation.
6. Understanding our relationship and partnership with the BCMC/GBCVB and how we take it to the next level

If interested in learning more about this great opportunity, please send your resume to the SearchWide Global Executive listed below.

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**About SearchWide Global**

SearchWide Global 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.