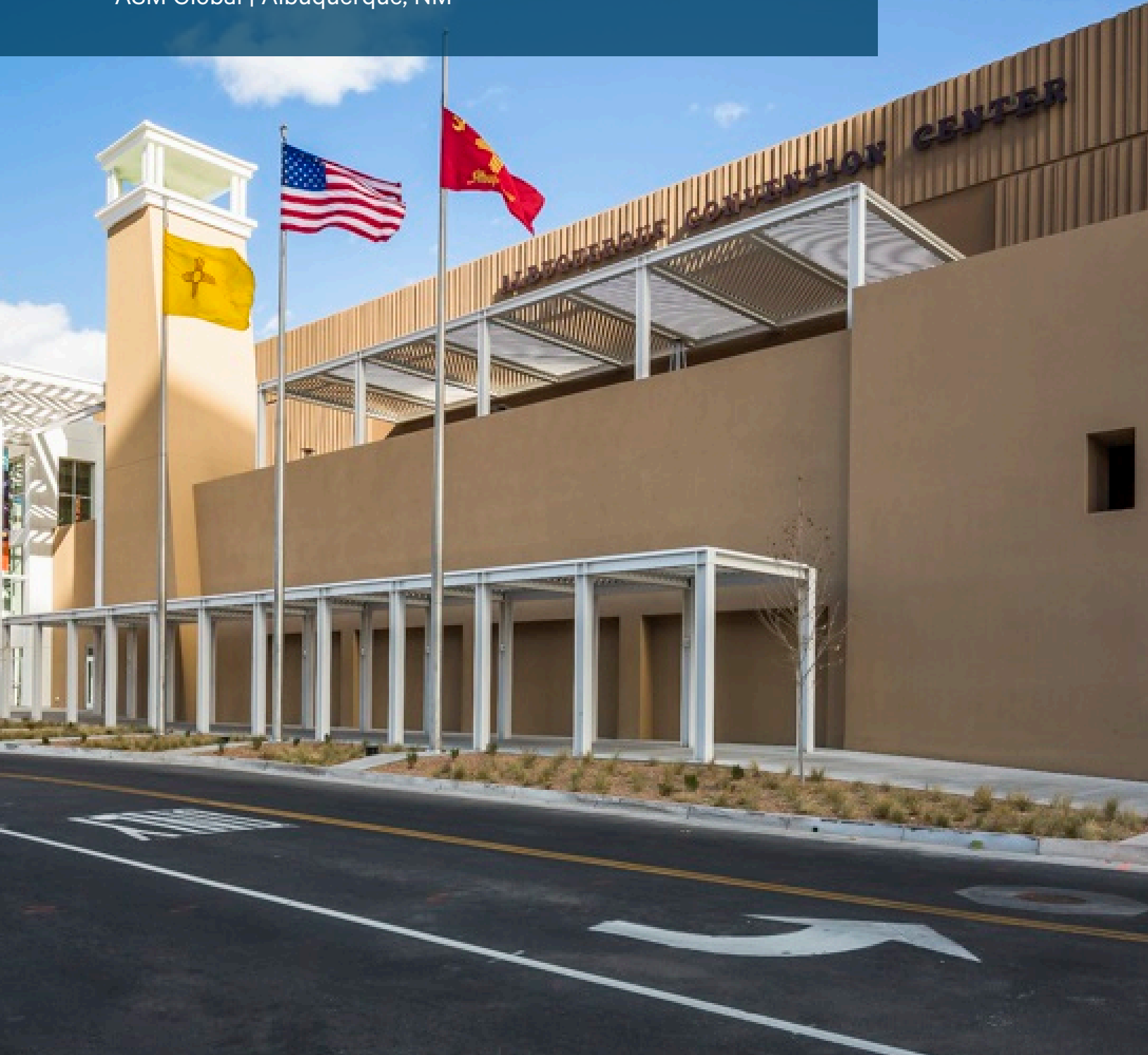


ASSISTANT GENERAL MANAGER
ALBUQUERQUE CONVENTION CENTER

ASM Global | Albuquerque, NM





WHO WE ARE

The [Albuquerque Convention Center](#) is a multi-purpose complex with over 600,000 square feet of flexible indoor/outdoor meeting and exhibit space. Located in the heart of vibrant downtown Albuquerque, the center is proudly managed by ASM Global, the world's leader in live event experiences. Recognized as a Prime Site by Facilities & Destinations Magazine (2022), the center is the largest publicly owned meeting space in the state of New Mexico. A premier venue in the Southwest, the ACC is nestled between the breathtaking Sandia Mountains and the majestic Rio Grande.

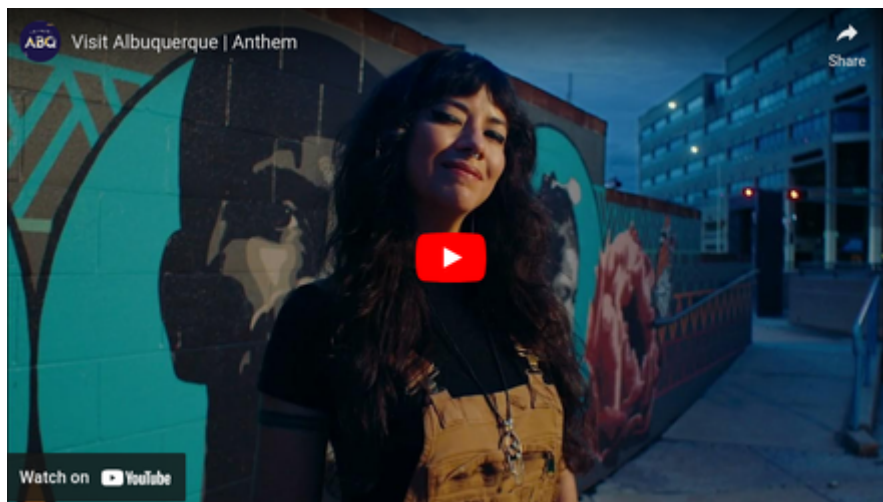
[Food and Beverage](#) [Meeting Rooms and Facilities](#) [Services and Vendors](#) [Sustainability](#)

Explore Albuquerque

Outdoor enthusiasts can experience our amazing landscape by taking a ride on the Sandia Tram, which is the longest tram in North America. Sports fans can catch an Isotopes baseball game, enjoy a round on one of the area's affordable championship golf courses, or howl with the Lobos at a UNM athletic event.

With our wonderfully distinct four seasons, there is something to do or explore in Albuquerque all year long! Come find out why this is the Land of Enchantment!

For more information on Albuquerque's unique attractions, please visit visitalbuquerque.org (Albuquerque Convention & Visitors Bureau), www.cabq.gov (City of Albuquerque), or www.ahcnm.org (Albuquerque Hispano Chamber of Commerce).





About ASM Global

As the world's leading venue management company and producer of live event experiences, ASM Global is the preeminent management and content partner with over 350 venues worldwide. Operating and investing in the world's most important stadiums, areas, convention centers, and theaters requires unmatched dedication and the most profound expertise.

Imagine the opportunity. At ASM Global, we strive to form a perfect balance between creative excellence and business excellence, and we work diligently to build a diverse environment that rewards collaboration and success. Our accomplishments are born from a spirit of teamwork and a thirst to be the best that enables us to deliver incredible experiences year after year. If you want to join a team where you will be challenged to up your game, ASM Global is a great place to work.

ASM Global has presented some of the biggest and most memorable live events in the world. Our achievements would not be possible without the boundless passion of our talented and diverse team members. If there's one common thread to the people who work here, it is their commitment to deliver amazing experiences.

Position Summary

Under the General Manager's supervision, direct facility operations and acts as a strategic partner on the Leadership team. Works closely with the team to ensure they are meeting performance expectations and delivering against key business metrics. Coordinate and oversee the day-to-day activities of various departments, including but not limited to Sales & Marketing, Food & Beverage, Event Services, and Ticketing. Facilitate optimum organizational efficiency, achieve financial objectives, and provide meaningful leadership and best-in-class customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Implement facility procedures and goals in accordance with the strategy provided by the General Manager, management contract, clients/ tenant objectives, and corporate policies.
- Responsible for various departments, including but not limited to Sales & Marketing, Food & Beverage, Event Services, and ticketing. Collaborate with department heads to review strategy and operational activity while determining improvements and implementation methods.
- Contribute to the development of KPI strategies for the organization and execute procedures to support the achievement of those objectives.
- Maintain business operations, develop strategies to improve management practices, and introduce efficiencies across the organization.
- Lead the development of a long-range strategy to optimally position the organization to achieve objectives and unlock opportunities.
- Set company goals that promote performance, culture/environment, growth, and strengthening measures.
- Analyze data, industry trends, and best practices to influence company strategy.
- Develop and maintain effective working relationships with boards, government departments, and key stakeholders in the community (including civic organizations, chambers of commerce, and destination marketing organizations).
- Foster strong relationships with the City of Albuquerque. Respond to challenges while identifying opportunities with building/venue tenant partners.
- Implement procedures within the departments to establish and maintain customer service standards that are designed to ensure a positive and professional image and generate repeat business.
- Assist in the preparation of the annual budget and capital project budget for future repairs and improvements to the facility.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Conduct post-event operational and financial review and analysis.
- Attend/lead department head, leadership, and staff meetings. Develop and maintain a harmonious working relationship with all departments.
- Negotiate contracts and agreements with sub-contractors, promoters, and tenants regarding necessary activities and services at the facility.
- Coordinate, implement, and administer personnel development/training and safety/emergency procedures.
- Act in absence of the GM as well as the primary executive on duty at numerous events who maintains total responsibility and authority over all clients, staff personnel, patrons, security, and safety in assigned buildings.
- Responsibilities include but are not limited to making sure contractual agreements are met and clients' event requirements and changes have been made in a timely fashion.
- Ensure all codes, laws, ordinances, policies, procedures, risk management, safety precautions, rules, regulations, and emergency procedures are followed.
- Assist the GM and leadership team in meeting key business objectives, providing best-in-class service, and promoting organizational efficiency.
- Availability to work extended and/or irregular hours, including nights, weekends and holidays as needed.
- Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

- Plan, coordinate, and direct varied and complex administrative operations.
- Supervise and recognize human resource and personnel problems, deal constructively with conflict, supervise and motivate personnel, provide counsel on routine and sensitive personnel matters, and execute applicable solutions.
- Directly responsible for various departments in the organization.

QUALIFICATIONS

- Bachelor's degree from an accredited four-year college or university with a minimum of five years' industry experience with at least three of those years in a management function of a convention center, theatre, or like property; or an equivalent combination of education and experience.
- Possesses skills and experience in contract negotiations, finance, HR, business law, labor relations, and supervising personnel.
- Proven experience leading business units or comparable organizations.
- Demonstrate competency in strategic planning and business development.
- Engage in much decision-making that is generally governed by procedure and guided by policy.
- Demonstrate knowledge in the meetings& events, sports, and live entertainment industry.
- Respond to crowd control and/or crowd management situations in a prompt and decisive manner during crisis situations.
- Working knowledge of data analysis and performance/operation metrics.
- Highly motivated, self-directed, personable, positive, and hard-working.
- Detail-oriented and able to perform independently with minimal supervision.
- Strong communication skills and works well in a team-oriented environment.
- Excellent organizational, planning, communication, and interpersonal skills.
- Follow oral and written instructions and communicate effectively with others in both oral and written form.
- Organize and prioritize work to meet deadlines.
- Work effectively under pressure and/or with a stringent schedule and produce accurate results.
- Maintain an effective working relationship with clients, employees, exhibitors, patrons, and others encountered in the course of employment.

KEY CHARACTERISTICS

- Excellent leadership skills
- Ability to motivate and inspire others into action
- Must be assertive, persuasive, and proactive
- Results-oriented. Advances projects and gets things done
- Strong relationship skills
- Customer service oriented
- Strong communication and interpersonal skills
- Ability to speak publicly and present
- Attention to detail
- Strong project management skills
- Sales mindset
- Strategic vision
- Analytical and problem-solving abilities

TOP PRIORITIES

- Build relationships with the community, with the key partners within the city administration, Visit Albuquerque, Hispano Chamber of Commerce, Hotel Lodging Association, and other key stakeholders.
- Get active within the community such as active on boards, etc., and get involved in marketing and selling the destination with key partners.
- Understand various departments and spend time with each department to understand their needs as well as processes and procedures.
- Introductions and build relationships with customers and vendor/partners.
- Understand the Sales & Marketing plan and activate the plan.
- Work closely with the General Manager to understand the full complex operations.

If interested in learning more about this great opportunity, please send your resume to one of our SearchWide Global Executives, Andrea Christopherson or Devon Hannah.

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.



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