

Operations Support Manager -Events & Tours

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Company: AIAIamein International University

Location: Dubai

Category: other-general

Job Description

Operations Scope:

Plan, book and deliver on- and off-the-job training as required to ensure best possible service standards as well as colleague development

Openly communicate appropriate and useful information through various channels, including department meetings and briefings

Ensure departmental policies, procedures and performance standards are being implemented and maintained throughout their area

Review departmental policies, procedures and performance standards to ensure they are up-to-date, correct them, and propose changes as appropriate to ensure high levels of customer service and safety

Ensure any service delivery defects are resolved, identify any trends and share observations and suggestions with their manager

Review satisfaction results for their areas, identify any trends and share observations and suggestions with their manager

Events Scope:

Provides management and operational coverage at corporate and QAW events

Leads and executes events to include:

Marquees and seasonal celebrations

Corporate functions

Team buildings

Static installations

Interactive guest activities

Events by the Sales team clients

Works within the existing brand and company guidelines while providing creative input into the overall development of events

Develops event operational guidelines for the facility as a whole and leads event operations

Provide the operational costs related to Events

Recommend the operational scheduling for the operation team and contractors

The ideal candidate should have:

Educated to a degree level in Business Management

Event management experience, project management

Minimum 2 years' experience in operations, events, and entertainment

Computer skills

Customer service knowledge

Technical Knowledge

Experience Promote and develop positive and efficient working relationships with the Sales team, vendors, Sinyar, Palace Guard and other internal stakeholders

Proficiency in written English and spoken English

Job Requirements

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