

# PPAI JOB DESCRIPTION

## ***Operations Manager***

*A valued member of the Business Development and Expositions team, the Operations Manager is responsible for the production, management and execution of certain logistical and operational aspects of PPAI's top-100 tradeshow, The PPAI Expo®, and other PPAI events as assigned. Operations Manager must be a positive team player, able to collaborate as a team member and work independently with attention for detail.*

### **Reporting Structure**

Title of reporting manager: Show Manager
Department: Business Development and Expositions

### **Job Status**

FLSA Status (Exempt / Non-Exempt): Exempt
Compensation (Hourly / Salary): Salary
Job Status (Full-Time /Part-Time /Temp): Full Time
Daily Schedule (Start time Flexible / Not Flexible): Flexible
Work Location: PPAI Headquarters with some remote flexibility

### **Job Discretion**

How many people does this position supervise: 0
Does this position have disciplinary responsibilities: No
Does this position have hiring / termination responsibilities: No
Does this position have evaluation responsibilities: No

### **Essential Functions and Primary Duties** *(list up to 10 most important points)*

1. Responsible for developing, recommending, tracking and managing to budget for line items assigned. Includes processing related invoices and reconciliation of billing.
2. Responsible for working with content stakeholders, marketing and IT to ensure show website stays current, timely and meets the needs of all stakeholders.
3. Manage assigned vendor relationship pre-show, onsite and post-show. Includes participating in related RFP processes, contract negotiations, working with vendor on pre-show planning, onsite problem solving and execution and post-show analysis.
4. Oversee and back up the Seasonal Tradeshow Generalist in assigned areas. Including but not limited to:
  - a. Exhibitor Appointed Contractor (EAC) related responsibilities
  - b. Exhibitor Resource Center
  - c. Product Pavilion processes and execution.
  - d. Sponsor/advertiser communication and tracking deliverables.
  - e. Tracking PPAI fulfillment of sponsor obligations.
  - f. Staff freight

5. Manages signage and décor for PPAI tradeshow and events as assigned. Includes timeline, production and onsite execution.
6. Responsible for onsite staff informational resources including but not limited to staff guide and staff greeter schedule.
7. Responsible for experiential show-floor/lobby experiences such as popups. Includes but not limited to development, proposal, implementation and execution.
8. Manage the creation timeline, proofing and implementation of exhibitor resources such as the exhibitor kit. Includes working closely with Marketing Manger and Sales Manager to ensure relevant deadlines and information is communicated in marketing to exhibitors.
9. Collaborate with marketing and membership on PPAI Headquarters booth. Responsible for working with decorator on implementing the theme and achieving goals through design, layout and logistics of booth.
10. Provide post-show analysis for areas of responsibility. Covering successes, misses and areas for improvement.

**Secondary Responsibilities** *(list up to 7 lesser important points)*

1. Deliver the highest level of customer service in most efficient manner possible.
2. Document, report and maintain accurate show files and production documents
3. Provide support and back up for members of department
4. Cross-departmental collaboration
5. Works onsite at PPAI tradeshow and events as assigned
6. Other duties as assigned by Show Manager

**Association Wide Responsibilities & Values** *(expectations of everyone)*

1. Provide honest and ongoing communication as needed to support success throughout the organization
2. Meet established deadlines for all projects, reports and communications for all audiences both internally and externally.
3. Provide high-quality products, reports, communications and projects for all audiences internally and externally.
4. Be fair, consistent, responsive and supportive of leaders, staff, board members, members and vendors
5. Help PPAI to continually seek improvement. Be prepared to personally manage changes taking place within PPAI and the industry.
6. Be empowered, accountable and responsible for your career success, actions, influence and impact upon the organization as a whole.
7. Foster cultural values, mission and overall organizational guidelines of PPAI.

**Education Preferred**

School/Certification Authority	Degree/ Certification	Major/ Minor
High School: Required	Diploma	
College: Preferred	BA/BS	

**Experience Preferred**

Type of Work	Years of experience	Depth of Experience

Operations Experience in Tradeshow	5+	Mid-Level - High

**Knowledge, Skills and Abilities Preferred**

<b>KSA's</b>	<b>Years of experience</b>	<b>Depth of KSA's</b>
Written and Verbal Communication	5+	High
Strong Organizational Skills	5+	High
Project Management	5+	High
Microsoft Suite	5+	High
Time Management	5+	High

**Physical Activity**

- \*Sitting: Yes
- \*Standing: Yes. At PPAI tradeshow and events, extended periods of standing required
- \*Lifting: Yes – 25 lbs.
- \*Pushing/Pulling: Yes
- \*Bending/Stooping: Yes
- \*Extended work hours, extended weeks (endurance requirement): Travel to and work offsite at PPAI tradeshow and events as required. Requires extended work hours beyond an 8-hour workday.

**Work Environment**

- \*Office environment
- \*Trade show floor or event venues
- \*Temperature controlled environment
- \* Travel: Must be able to travel

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 Apply to: [apply@ppai.org](mailto:apply@ppai.org)