

## Project Director, Operations

### Company Overview:

The Look Company specializes in providing world-class visual engagement solutions for sport, retail, and commercial clients around the globe. We are a high-energy, fast-paced organization that thrives on innovation, collaboration, and results. As we continue to grow, we are looking for a driven individual to help lead our production efforts and support our expanding operations.

At The Look Company, we value creativity, teamwork, and a can-do spirit. With offices in Canada, USA, Europe and the Middle East, we offer the chance to grow with a global company that rewards initiative, supports professional development, and fosters a culture of belonging and excellence.

**Position Overview:** Full-time, contract

**Location:** Barrie, ON | Tampa, FL | Seattle, WA | Remote available\*\*

*\*\*This position may be based in-office or remote, with travel required. Applicants must have valid working rights in Canada or the United States.*

We are seeking a highly skilled and dynamic **Project Director, Operations** to lead all operational aspects of the **FIFA World Cup 2026**. The Project Operations Manager is responsible for planning and executing the overall operations plan against strategic goals within the project consortium ensuring that project requirements are met by all stakeholders. This includes assisting planning and management of in dressing & signage production, labour, equipment, warehousing, logistics & distribution, procurement, budget, quality control, sustainability and project workflows.

### Role Responsibilities:

#### Strategic Planning, Scope & Delivery

- Work with project stream leads to understanding the scope requirements: technical feasibility, materials, quantity, resources, timeframes
- Take scope requirements, work through any gaps and unknowns and help coordinate with internal workflows and partner workflows
- Establish and validate supply chain requirements and work with procurement, logistics and supply chain management leads to ensure timely & quality procurement of services, materials and other goods
- Work with project stream leads and partner leads to collate and prepare a production milestone and deadline tracker
- Contingency planning across various operational needs
- Assist and submit budget information required from operational perspective

- Manage project specific operational requirements, including but not limited to accreditation, access management, catering, waste management etc.
- Work with project and partners leads to aid in the planning and implementation of project tasks and goals, crafting detailed work plans, schedules, project estimates, resource plans, and status reports.
- Be across change control workflow and requirements
- Plan and schedule project timelines & deliverables. Provide plan updates to project leads, client and/or Executive Management on an agreed frequency.
- Cost Engineer project with expected project expenses & budget against the actuals
- Work closely with internal departments to ensure level of service maintained to deliver project successfully

### **Governance**

- Develop and implement ways of working and workflows to most efficiently deliver project requirements
- Develop and implement health and safety protocols & documentation
- Implement risk management & mitigation to minimize project risks. Identify and update risks to Program Director and/ or Project Directors.
- Implement issue management & mitigation to minimize project issues. Identify and update issues to Program Director.
- Identify opportunities or improvements both internally and externally
- Quality assurance on scope, installation, delivery
- Monitor, track and report on progress and deliverables for internal and client requirements
- Ensure clear, timely and appropriate generation, collection, distribution, storage, retrieval, and ultimate disposition of project information.
- Assist to maintain project budget, including tracking actuals to forecast and any reporting required
- Regular reporting as per project and client requirements, including but not limited to daily/weekly progress, risk and issues, budget, project close out etc.
- Detailed and organized document management and storage
- Develop best practices, tips of the trade and new methods to further enhance project execution for the rest of the TLC team.
- Identify where improvements can be made to internal processes.

### **Client & Stakeholder Management**

- Serve as the primary or secondary (project dependent) point of contact for clients, partners, stakeholders, and team members, ensuring all parties remain informed and engaged.
- Travel to site and to meet with clients and other stakeholders if required
- Identify and resolve issues and conflicts within the project management team, clients

and other stakeholders.

- Communicate changes, impacts, risks & issues to partners, client and other stakeholders. Work with team to mitigate risks and resolve issues.
- Ensures project is being delivered to client expectations
- Acts as project lead and consultant, providing excellent and professional customer service at all times

#### **Other**

- Lead and motivate project teams, providing guidance and support and fostering a collaborative environment
- Maintain positive relationships with internal and external stakeholders.
- Ensure the integrity of the business image both internally and externally.
- Be an escalation for customer (internal or external) concerns, help to resolve in a timely manner.
- Model exemplary behavior and lead by example
- Perform other duties as assigned.

#### **Qualifications & Requirements**

- Proven experience in event operations and/or project/program management specifically in the areas of look dressing and signage
- Experience in supply chain management, warehousing & distribution, print production, hardware fabrication & installation
- Experience and knowledge in health & safety regulations
- PMP certification is an asset
- Excellent communication abilities; fluent in English (written & spoken). Other languages desirable (French, Spanish).
- Experienced with MS Office and Microsoft Project or equivalent Project Management software
- Strong leadership skills
- Ability to effectively coordinate and influence groups of internal and external stakeholders
- Ability to work with all types of different nationalities with varying English comprehension levels without bias or prejudice
- Excellent customer service manner & ability to communicate and manage clients when required
- Effectively prioritize and execute project requirements and tasks, even under high pressure.
- Flexible & adaptable, especially during times of change & can conform to shifting priorities throughout project
- Decision making, critical thinking & problem-solving abilities
- Risk, Issue & Conflict Management

- Stress tolerance including the ability to be productive and levelheaded when faced with conflicting demand
- Leadership & team player abilities
- Self-motivated and able to motivate others
- Organized and detailed in communication and administration

**Preferred Skills and Qualifications**

- Bachelor's degree in Business Management, or another related field.
- Experience in the printing, event, or dressing & signage industry.

*We believe a diverse workforce makes a difference. We are an Equal Opportunity Employer. We appreciate the interest of all applicants, however, only those selected for an interview will be contacted.*