



Operations Director

Boston, MA – Hybrid

Job Description

Nineteen Group Americas is seeking an experienced Operations Director to oversee the delivery of our fast-growing portfolio of events in the U.S. This role ensures our conferences, trade shows, and hybrid/confex events run seamlessly while building strong relationships with venues, housing providers, the general service contractor, and other key vendors. The Operations Director will create scalable systems, coordinate cross-functional teams, and ensure high-quality experiences for attendees and exhibitors.

Responsibilities

- Oversee end-to-end event operations including venue sourcing and contracting, floor plans, catering, security, audio visual, and meeting room management.
- Partner closely with the General Service Contractor (GSC), managing deadlines (exhibitor manual, floor plan milestones, ordering cutoffs, logistics schedules) and coordinating deliverables across internal teams.
- Manage housing and hotel contractor relationships, including room blocks, reporting, and attendee booking experience.
- Collaborate with event team in managing the full registration cycle from setup to badge collection, including lead retrieval for exhibitors and sponsors
- Build scalable processes for sponsorship fulfillment, exhibitor services, customer service, and vendor management.
- Partner with content, sales, and marketing teams to align operational plans with program and commercial goals.
- Serve as primary point of contact between internal staff and vendors onsite to solve challenges in real-time, ensuring seamless delivery of our events.
- Manage event budgets, including forecasting, vendor negotiations, cost control, and reconciliations.
- Use post-event data and feedback to evaluate outcomes, improve efficiency, and enhance customer experience.



- Support future team development by mentoring and shaping operations best practices as the division expands.

Qualifications

- Must be legally authorized to work in the United States without the need for employer sponsorship.
- 5+ years of experience managing operations for conferences, trade shows, or large-scale B2B events.
- Proven success managing vendor relationships, including sourcing, contracting, and service delivery.
- Ample experience in working with venues directly to negotiate contract terms and secure dates,
- Experience working with contracted housing partners to secure and monitor room blocks.
- Experience in tradeshow and floor plan management software is strongly preferred
- Demonstrated ability to design scalable operational systems (registration workflows, lead retrieval, sponsorship fulfillment, exhibitor services, customer service).
- Strong track record of budget management and vendor contract negotiation.
- Collaborative approach with content, sales, and marketing teams.
- Proven ability to enhance the attendee and exhibitor experience through operational design.
- Excellent organizational and project management skills, with the ability to manage multiple deadlines.
- Strong communication and relationship-building skills with vendors, venues, and internal teams.
- Calm and solutions-oriented under pressure.
- Willingness to travel up to 25%.

Compensation & Benefits

- Salary: Competitive salary depending on experience.



- Hybrid work experience (2-3 days on-site per week) in the heart of Boston, just steps away from South Station
- Generous 20 paid vacation days per calendar year in addition to 40 hours of sick time
- 10 paid company holidays in addition to two floating holidays, paid office closure between Christmas and New Year, and your birthday off
- 401(k) Plan with employer match
- Full benefits package including medical, dental, vision, voluntary life insurance, HSA, and FSA.
- Basic life, long-term disability & short-term disability coverage

Equal Employment

Nineteen Group provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, national origin, age, sex, sexual orientation, veteran status, disability, or genetics. In addition to federal law requirements, Nineteen Group complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has offices. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

About Nineteen Group

www.nineteengroup.com

Nineteen Group is a rapidly expanding, dynamic, and ambitious media and events company, backed by Phoenix Equity Partners. The company is actively growing its portfolio by launching and developing events, exhibitions, and publishing initiatives. With over 30 events held annually across the globe, Nineteen Group serves industries such as retail, security, cybersecurity, fire safety, emergency services, construction, manufacturing, health and safety, maintenance, and more.

In addition to its events, the company has a strong publishing and media division, producing news outlets, awards, summits, and networking events. Nineteen creates platforms through which communities engage, innovate, and grow. We have a proven track record of attracting leading business decision-makers who attend to gain commercial insights and best practices.



Nineteen Group is run by a team of passionate professionals who care deeply about what they do, love the excitement of events, and bring their unique personalities to work to make a difference to our customers. We are constantly striving to push the boundaries of our events and deliver a rewarding experience for both exhibitors and visitors.