

ACP Entertainment General Manager

A Little Bit About Us: ACP Entertainment was founded in 2008 and started out with renting inflatables, games and concessions to churches, schools and residential events. ACP Entertainment has now grown to be the largest amusement rental company in Michigan and services between 600–700 events annually.

Our Mission: ACP Entertainment creates memorable experiences through safe and innovative attractions while providing first class customer care.

Time Commitment & Schedule: This is a full-time, year-round position requiring approximately 40–50 hours per week depending on the season. General operating hours are 9:00 AM to 5:00 PM, though an 8:00 AM to 4:00 PM schedule is also acceptable. The position requires working events, which typically includes working approximately two Saturdays per month and one evening per week (though not necessarily every single week). ACP Entertainment offers flexible hours—if you work an event on a weekend or work late on a weekday, you have the flexibility to take time off during the week or come in later on subsequent days to maintain a balanced schedule.

Where and How You'd Work: ACP Entertainment is based in Byron Center, MI. We prioritize our cohesive company culture, believing that the best results come from teamwork. That's why all team members collaborate on-site, sharing the same space. However, we also understand the importance of work-life balance, so we provide flexible schedules to accommodate appointments, family commitments, and other personal needs.

What You'd Do in This Role: As the General Manager, You are responsible for all general management operational duties, directly supervising operations leads, conducting monthly 1-on-1s with team members, and sitting on the executive team to help shape the overall strategic direction of the company. On the technical side, you will supervise, coordinate, plan, project manage, and delegate maintenance projects—while also rolling up your sleeves to perform hands-on maintenance, build equipment, and execute preventative maintenance plans for all mechanical and non-mechanical equipment, rides, and vehicles.

You Would Be Successful in This Position If:

- You have strong problem-solving skills and can handle on-the-spot challenges.
- You are mechanically inclined and can troubleshoot, repair, and maintain equipment.
- You have experience managing logistics, equipment, and vehicle maintenance.
- You understand and enforce OSHA/MIOSHA and DOT compliance regulations.
- You thrive in a fast-paced environment and can adapt to changing circumstances.
- You have leadership experience and can train, support, and guide team members.
- You have a strong work ethic and are willing to get hands-on when needed.
- You can balance administrative duties with hands-on work in the field and warehouse.
- You prioritize safety, organization, and efficiency in all operations.

Key Results Area:**1. Team Leadership, Hiring & Staff Development**

- Oversee hiring, onboarding, scheduling, and continuous training in safety and equipment operations.
- Act as an event supervisor during key operations to ensure flawless execution and high performance.

2. Event Logistics & Field Operations

- Oversee pre-event planning, trucking, routing, and loading logistics.
- Supervise total event execution, including setup, live operation, teardown, and equipment cleaning.

3. Fleet, Asset & Warehouse Management

- Manage maintenance, repairs, upgrades, and modifications for vehicles, trailers, carnival rides, and inflatables.

- Oversee warehouse cleanliness, stock inventory (fuel & supplies), shipping/receiving, and maintenance logging.

4. Safety, Compliance & Risk Management

- Ensure strict adherence to OSHA/MIOSHA safety regulations and DOT compliance across vehicles and equipment.
- Perform routine site evaluations to implement safety measures and mitigate risk.

5. Business Operations, Sales & Growth

- Manage customer inquiries, event bookings, customer service standards, and operational scheduling.
- Track company performance and implement strategies to boost efficiency, profitability, and overall growth

Metrics for Evaluation:

- Equipment Readiness – Equipment and vehicles are properly maintained and available for use.
- Event Execution – Events are set up, operated, and torn down efficiently.
- Warehouse Organization – The warehouse is clean and inventory is well-managed.
- Safety & Compliance – OSHA/MIOSHA and DOT regulations are consistently followed.
- Problem Resolution – Issues are quickly identified and resolved with minimal disruption.
- Team Training & Support – Staff are properly trained and can operate equipment safely.
- Customer Satisfaction – Customers provide positive feedback on event execution.

Other Stuff You Should Know: At ACP Entertainment, we work cohesively as one team and strive to have a family-type atmosphere. We're also a small business, not some big corporate type company that has ivory tower bosses. We work through tasks and situations together-as a team. We don't call our employees Team Members just as a fancy word term to sound different-it's our culture! We work together to create memorable experiences for our customers and their guests. It's hard work, but also very rewarding.

Our Company Values:

- Safety- We prioritize safety above all else.
- Colossians 3:23- The work we do brings joy to people and joy to our heavenly father.
- Excellence - We are the BEST at what we do.
- Fun - It's in our DNA.
- Team - We are team members, not employees
- Communication - We believe in over-communicating, not under-communicating.
- Integrity- We act with honesty and respect, even when no one is watching.
- Courageous Decisions - We choose confidence over fear in every decision.
- No Gossip - We spread positivity and address concerns directly.
- Self-Employed Mindset - Think and act like an owner.

The Other Stuff: Because our legal advisors say we should have it in our job descriptions.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Ability:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Math Ability:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills:

To perform this job successfully, an individual should have knowledge of word processing software, spreadsheet software, inventory software, and project management software.

Education/Experience:

High school diploma or general education degree (GED); or less than one year related experience or training; or equivalent combination of education and experience. Must have knowledge in the mechanical field and to do jobs equivalent to basic mechanic work (i.g. changing brakes, replacing bearings, oil changes, fluid changes, etc.)

Certificates and Licenses:

- **Chauffeur's License & DOT Medical Card:** Required upon hire (company will pay for/reimburse the DOT Medical Card exam).
- **CDL Class A:** Preferred initially, with the expectation to obtain a CDL-A during employment as needed.
- **Welding Certification:** Required to train for and pass a welding exam after hire (fully company-funded).
- **NAARSO Inspector Certification:** Required to complete coursework and pass testing to become a NAARSO-certified inspector (fully company-funded).

Equipment:

- Welder
- Plasma cutter
- Forklift trucks
- Table saw
- Bobcat
- Off-road vehicles
- Powered Hand tools

Knowledge, Skills and Other Abilities:

- Ability to deal with conflict and children

- Time management skills
- Professionalism
- Problem solving skills
- Ability to deal with fast pace situations in need of solutions

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to walk, use hands, reach with hands and arms, and talk or hear. The employee is frequently required to stand. The employee is occasionally required to sit, climb or balance, stoop, kneel, crouch or crawl, and taste or smell. The employee must frequently lift and/or move up to 100 pounds or more.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to outdoor weather conditions, risk of electrical shock, and vibration. The employee is occasionally exposed to work near moving mechanical parts, work in high, precarious places, fumes or airborne particles, toxic or caustic chemicals, extreme cold (non-weather), extreme heat (non-weather), and work with explosives.

The noise level in the work environment is usually loud.