



Now Hiring: Operations Manager

Location: Dayton, OH (Regional travel across Ohio, Indiana, and Kentucky)

Compensation: \$70,000 – \$85,000 per year + KPI-based performance bonus

Benefits: Health, vision, dental, 401(k), paid time off

About Us

Nexgen Vending is a rapidly growing leader in the amusement vending and on-premise entertainment industry. We specialize in digital jukeboxes, arcade games, ATM machines, dart boards, pool tables, and more — all placed in bars, clubs, and breweries across Ohio, Indiana, and Kentucky. With a strong focus on customer satisfaction, innovation, and community engagement through leagues and live events, Nexgen Vending brings fun to life in every venue we serve.

Position Overview

We are seeking a highly organized and proactive Operations Manager to oversee daily field operations and lead our service and install teams. This position ensures that equipment is performing optimally, customers are receiving timely support, and new accounts are being installed and activated efficiently. The Operations Manager will work closely with our ownership team, technicians, and entertainment staff to ensure seamless execution across all operational functions.

Key Responsibilities

- Lead and manage the field service team, including scheduling, routing, and issue resolution
- Coordinate machine installations, moves, and maintenance
- Monitor machine performance, service response times, and technician productivity
- Ensure service issues are resolved within company standards to maintain high uptime
- Manage inventory of machines, parts, and supplies
- Support new account activations and venue setups
- Assist in planning for growth, routing optimization, and resource allocation

- Conduct routine field visits to maintain quality control and build relationships with venue partners
- Collaborate with other departments on leagues, live events, and customer satisfaction initiatives

Education & Experience

- Bachelor's degree preferred (Business, Operations Management, or related field)
- Equivalent work experience in operations, logistics, or field service management will be considered in place of formal education
- Minimum 3 years of relevant leadership experience required

What We Offer

- Competitive salary based on experience
- KPI-based bonus opportunity tied to performance goals
- Health, dental, and vision insurance
- 401(k) with company match
- Paid vacation and holidays
- Phone and mileage reimbursement
- Dynamic work environment in a growing company focused on customer experience and team success

Send Resume to accounts@nexgenvending.com