



OUR VISION:

To be the acknowledged leader in public assembly venue management in the region

OUR MISSION:

To enhance the livability and economic vitality of the metropolitan region through sound stewardship, expert management and creative development of the region's public assembly venues

OUR VALUES:

Respect ~ Excellence ~ Teamwork ~ Innovation ~ Community

Job Title	Operations Manager – Expo Center	Bargaining Unit	Non-represented
Functional Job Family	Operations	Classification #	8164
FLSA	<input checked="" type="checkbox"/> Exempt – Executive/Supervisory <input type="checkbox"/> Non-Exempt	Salary Grade #	325
Position Status	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	Revision Date	May 2007

Classification Description:

Manage, supervise and coordinate the daily operations of building services, including building maintenance, grounds maintenance and custodial services. Develop and implement appropriate policies, programs and services to ensure effective utilization of resources and regulatory compliance. Serve as member of management team.

Duties and Responsibilities:

To perform this job successfully, an individual must be able to perform each essential duty and physical demands satisfactorily with or without a reasonable accommodation.

1. Manages, supervises and coordinates the activities of staff involved in building maintenance, grounds maintenance, and custodial services.
2. Participates in the development and implementation of goals and objectives, policies and priorities of assigned programs and functions.
3. Implements work plans; monitors and evaluates processes, methods and procedures; documents and prepares reports.
4. Coordinates and manages capital projects with vendors, contractors and consultants; obtains bids and quotes; negotiates contracts.
5. Prepares and manages department budget.
6. Ensures work is performed in compliance with codes, ordinances, regulations, and other requirements, including but not limited to, OSHA.

Secondary Functions:

1. Reconciles department paperwork, such as payroll time sheets and credit card statements.



2. Monitors and tracks all building recycling and sustainable programs.
3. Other duties which may be necessary or desirable to support the agency's success.

Supervisory Responsibilities:

This position achieves success through subordinate supervisors, by ensuring they have the necessary leadership and tools to achieve success. The incumbent is responsible to carry out the full spectrum of management responsibilities in accordance with the agency's policies and applicable laws, and ensure subordinate supervisors also carry out supervisory duties appropriately. Responsibilities include hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Education and/or Experience; Certificates, Licenses, and Registrations:

- Bachelor's Degree in engineering, electrical or related field or Facilities Manager Certification, and
- A minimum of six (6) years of experience in building maintenance, and
- A minimum of two (2) years of supervisory/management experience, or
- An equivalent combination of education, experience and training that would provide the knowledge, skills and abilities required for the successful performance of the essential job duties
- Current and valid driver's license issued in the state of residence
- Current and valid forklift certification

Knowledge, Skills and Abilities:

- Facilities operations, including building construction, building maintenance, mechanical equipment repair, electrical systems, plumbing systems, HVAC and grounds maintenance
- Pertinent Federal, State and local laws, codes and regulations that affect and impact department
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs
- Perform and evaluate basic building maintenance
- Work effectively with information management systems, and adapt quickly to system changes and updates
- Review and evaluate responsible and difficult work in the installation, maintenance and repair of HVAC systems, electrical systems, and mechanical and pneumatic controls
- Analyze information and use logic to resolve issues and problems
- Read and interpret architectural drawings and blueprints
- Manage staff and resources in an effective and efficient manner
- Establish and maintain cooperative working relationships with all persons contacted in the course of work
- Communicate clearly and concisely, both orally and in writing



- Prioritize and multi-task; must be organized and flexible to change course of work/projects as circumstances dictate
- Work nights, weekends and holidays

Physical Demands / Work Environment:

- Continuously required to hear and/or respond to verbal/audio cues
- Frequently required to read computer screens or other monitors; see and/or respond to visual cues; reach with hands and arms; perform repetitive motions of hands and wrist; stand and/or walk for extended periods of time; sit for extended periods of time; lift, push, pull and/or carry objects up to 10 pounds
- Occasionally exposed to outdoor weather conditions
- Rarely required to climb, stoop, kneel, crouch or crawl; lift, push, pull and/or carry objects up to 50 pounds; smell and/or taste; work near or around moving mechanical parts; work near or around electricity; exposed to fumes or airborne particles; toxic or caustic chemicals; blood or other human bodily fluids

“MERC believes that each employee makes a significant contribution to our overall success. That contribution should not be limited by the assigned responsibilities. Therefore, this Classification Description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent or MERC, to just the specific work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of our endeavors.”

APPROVED:

_____	_____
MERC General Manager	Date
_____	_____
MERC Human Resources Manager	Date