



**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*

<b>Job Title</b>	Operations Manager – P'5	<b>Bargaining Unit</b>	Non-represented
<b>Functional Job Family</b>	Operations	<b>Classification #</b>	8165
<b>FLSA</b>	<input checked="" type="checkbox"/> Exempt – Executive/Supervisory <input type="checkbox"/> Non-Exempt	<b>Salary Grade #</b>	326
<b>Position Status</b>	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	<b>Revision Date</b>	May 2007

**Classification Description:**

Manage the daily operations of building maintenance, grounds maintenance, custodial services and security. Oversee event setup and teardown. 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 all aspects of building maintenance, grounds maintenance, custodial services, security and stage-related services.
2. Oversees and manages the setup and tear-down of events and shows; oversees the coordination of events/shows with clients, promoters, exhibitors, vendors and contractors.
3. Plans, directs, coordinates and reviews department plan; monitors and evaluates processes, methods and procedures; documents and prepares reports.
4. Manages and participates in the development of goals and objectives, policies and priorities of assigned programs and functions.
5. Coordinates and manages capital projects with vendors, contractors and consultants; obtains bids and quotes; negotiates contracts.
6. Prepares and manages department budget.
7. Ensures work is performed in compliance with codes, ordinances, regulations, and other requirements, including but not limited to, Leadership in Environmental and Energy Design Certification (LEED), and OSHA.

**Secondary Functions:**

1. Conducts organizational studies and recommends modifications to maintenance programs, policies and procedures.
2. 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, technical theater or related field, or Facilities Manager Certification, and
- A minimum of six (6) years of experience in building maintenance or theatrical or concert productions, and
- A minimum of four (4) 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

**Knowledge, Skills and Abilities:**

- Facilities operations, including building construction and maintenance, mechanical equipment repair and grounds maintenance
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs
- Pertinent Federal, State and local laws, codes and regulations that affect and impact department
- Performing and evaluating 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 effectively with information management systems, and adapt quickly to system changes and updates
- Work nights, weekends and holidays

**Physical Demands / Work Environment:**

- Continuously required to hear and/or respond to verbal/audio cues; perform repetitive motions of hands and wrist
- Occasionally required to read computer screen; stand and/or walk for extended periods of time; sit for extended periods of time; lift, push, pull and/or carry objects up to 50 pounds; exposed to outdoor weather conditions
- Rarely required to reach with hands and arms; climb, stoop, kneel, crouch or crawl; work near or around extreme heat and/or cold

*“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