



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	Assistant Operations and Events Manager	Employee Group	Non-represented
Functional Job Family	Operations	Job Code	8317
FLSA Status	<input checked="" type="checkbox"/> Exempt- Administrative or Executive/Supervisory <input type="checkbox"/> Non-Exempt	Pay Range	323
Position Status	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	Revision Date	April 2018

DESCRIPTION

Manage the daily operations of building maintenance, custodial services, and event setup and teardown. Implement established policies, procedures, programs and services to ensure effective utilization of resources and regulatory compliance. Manage, coordinate and oversee all aspects of services provided to assigned events. Liaise with clients and staff to provide information and assistance during events. Serve as a member of the management team. Ensure compliance with established policies, procedures, programs and services. Work under minimal supervision.

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 oversees the activities of operations and event staff involved in basic building maintenance, operations, custodial services and setup and teardown of events.
2. Communicates with departments and coordinates activities to ensure services are appropriate and performed in an efficient and timely manner.
3. Maintains and manages inventory of equipment, materials and supplies; researches, purchases and manages installation of equipment.
4. Assists with the preparation and management of department budget.
5. Ensures that practices, policies and priorities of assigned projects and functions are followed; monitors and evaluates processes, methods and procedures.
6. Ensures work is performed in compliance with codes, ordinances, regulations, and other requirements.
7. Promotes and sells services to new and existing clients with assigned events; and follows up with clients post event.



8. Recommends, develops and implements targets and short- and long-term strategies for meeting goals. Works collaboratively with Operations Manager and Senior Account Executive to ensure these targets are met.
9. Develops and cultivates effective ongoing professional relationships; maintains contact with current clients; attends events that provide opportunity for networking and relationship building within the tourism and commercial industries.
10. Meets with clients to determine event needs; provides information on available services; conducts tours of facility; recommends appropriate space and services; answers questions; assists clients in finalizing rental arrangements.
11. Manages, coordinates and oversees services provided to clients, such as audiovisual, telecommunications, set-up, custodial, maintenance, security, parking, catering and admissions.
12. Coordinates the work of vendors and contractors, such as catering services, concessionaires, parking, shipping/receiving, etc. Maximizes catering food and beverage opportunities.
13. Prepares written critiques of each event; calculates, prepares, and submits summary billing statements; prepares addenda to contracts; prepares and reconciles event settlements within established guidelines and timeframes. Maintains accurate and complete records and produces various reports.
14. Participates in interdepartmental planning meetings and leads facility scheduling meetings.
15. Other duties which may be necessary or desirable to support the agency's success.
16. Fulfill Metro's employee values of Public Service, Excellence, Teamwork, Respect, Innovation, and Sustainability. These duties include but are not limited to:
 - a. Maintaining positive relationships;
 - b. Respecting diversity of ideas and perspectives of others;
 - c. Demonstrating sustainable practices;
 - d. Assisting the public, public officials and other employees in a professional and courteous manner;
 - e. Developing safe work habits and contributing to the safety of self and co-workers;
 - f. Contributing to a positive team atmosphere; and
 - g. Having regular and punctual attendance.

JOB SPECIFICATIONS

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

- A minimum of two (2) years of experience in a public assembly building or related facility, and
- A minimum of two (2) years of experience in building maintenance, and
- A minimum of one (1) year of supervisory or lead experience, and
- Bachelor's Degree with major course work in public relations, marketing, business administration or related field, 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



- Possess a current and valid Cardiopulmonary Resuscitation Certification
- 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, operations, services and activities of a public assembly facility or related facility
- Principles, procedures, methods and techniques of marketing and event management
- Basic accounting principles
- Pertinent Federal, State and local laws, codes and regulations that affect and impact department
- Information technology and telecommunications systems and equipment
- Plan, implement and coordinate projects
- Interact effectively with diverse groups of promoters, clients and the public and remain calm, professional, and polite even with dealing in difficult situations with others
- Prioritize and multi-task; be organized and flexible to change course of work/projects as circumstances dictate
- Establish and maintain effective, cooperative working relationships with those contacted in the course of work
- Interpret and explain booking and scheduling policies and procedures
- Focus and maintain a calm demeanor in a high-paced environment
- Analyze information and use logic to resolve issues and problems
- Communicate clearly and concisely, both orally and in writing
- Work effectively with information management systems, and adapt quickly to system changes and updates
- Work various hours, including evening, weekends, and holidays
- Assess and review work in the installation, maintenance and repair of HVAC systems, electrical systems, and mechanical and pneumatic controls
- Create, read and interpret schematics, drawings and blueprints
- Manage staff and resources in an effective and efficient manner

Supervisory Responsibilities

This position functions primarily as a first-line supervisor, ensuring that subordinate staff members have clear work direction and guidance. The incumbent is responsible to carry out the full spectrum of supervisory responsibilities in accordance with the agency's policies and applicable laws. Responsibilities include hiring and training employees; planning, scheduling, and directing work; appraising performance; rewarding and disciplining employees; addressing grievances and resolving problems.



PHYSICAL DEMANDS / WORK ENVIRONMENT

- Continuously required to stand and/or walk for extended periods of time; smell and/or taste; perform repetitive motions of hands and wrist; lift, push, pull and/or carry objects up to 10 pounds
- Frequently required to lift, push, pull and/or carry objects up to 25 pounds; work near or around moving mechanical parts; see and/or respond to visual cues; hear and/or respond to verbal/audio cues
- Occasionally required to stoop, kneel, crouch or crawl; twist and/or bend; reach with hands and arms
- Occasionally exposed to outdoor weather conditions
- Rarely required to sit for extended periods of time; climb and/or balance; lift, push, pull and/or carry objects up to 100 pounds; work near or around electricity; exposed to vibration
- Rarely exposed to toxic or caustic chemicals; fumes or airborne particles; 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