

## Classification description



**Title:** General Manager

**Job Code:** 8115

**Pay Range:** 546

**FLSA Status:** Exempt – Executive/Supervisory

**Employee Group:** Non-represented

**Established:**

**Revised:**

**EEO Category:** Officials and Administrators

### CLASSIFICATION DESCRIPTION

Plan, direct, manage and review the facilities, activities and operations of Metro Visitor Venues including Portland's Centers for the Arts, the Oregon Convention Center, the Portland Metropolitan Exposition Center and the Oregon Zoo; coordinate the activities of the Metropolitan Exposition Recreation Commission (MERC), services and activities among the various facilities and departments and with outside agencies; and provide highly responsible administrative support to Metro Council and MERC.

### DUTIES AND RESPONSIBILITIES

1. Assumes full management responsibility for all Metro Visitor venues, services and activities including finance and administration, Portland's Centers for the Arts, the Oregon Convention Center, the Portland Expo Center and the Oregon Zoo; administers policies and procedures.
2. Directs and manages the development and implementation of venue goals, objectives, policies and priorities for each facility and department; establishes appropriate service and staffing levels; allocates resources accordingly.
3. Monitors and evaluates the efficiency and effectiveness of venues service delivery methods and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of changes.
4. Represents venues to elected officials and outside agencies; explains and justifies programs, policies and activities; negotiates and resolves sensitive, significant, and controversial issues.
5. Plans, directs, and manages the venues' work plans; meets with management staff to identify and resolve problems; assigns projects and programmatic areas of responsibility; reviews and evaluates program goals and objectives.
6. Provides highly responsible administrative staff assistance to the Metropolitan Exposition-Recreation Commission; directs specific and comprehensive analyses of a wide range of policies.
7. Coordinates activities between facilities and departments, as well as with outside agencies and organizations; prepares and presents staff reports and other related correspondence.
8. Oversees and participates in the development and administration of the venues' budgets; directs the forecast of funds needed for staffing, equipment materials and supplies; approves expenditures; implements mid-year adjustments.

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9. Negotiates labor, concessions, catering and electrical contracts; analyzes and prepares recommendation on special contract requests; monitors contract compliance.
10. Meets with major tenants for the purpose of planning and evaluation; negotiates contracts with anchor tenants.
11. Selects, trains, motivates, and evaluates personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
12. Participates on a variety of boards and commissions; attends and participates in professional groups and committees; liaise with Travel Portland, community groups and other organizations.
13. Administers a wide variety of programs and services; plans, organizes and directs activities which support the goals and objectives of the agency; establishes and implements administrative and operating policies and procedures.
14. Responds to and resolves difficult and sensitive resident, vendor, and permittee inquiries and complaints.
15. Reviews current literature for new concepts concerning the management and operation of public facilities.
16. Performs other related duties as assigned.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
  - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
  - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
  - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
  - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
  - Demonstrate sustainable practices in applicable field and generally for resource use and protection
  - Work assigned schedule (if applicable); exhibit regular and predictable attendance
  - Practice safe work habits
  - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
4. Perform other duties as assigned.

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## JOB SPECIFICATIONS

### Education/Licensing and Experience

- Eight years of increasingly responsible managerial and administrative experience and training which provides the knowledge, skill and ability required for successful performance of the essential job duties and
- Bachelor's degree from an accredited college or university with major course work in business administration, public administration or a related field; a Master's degree is highly desirable; or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities
- Possess or have the ability to obtain a current Cardio Pulmonary Resuscitation certification

### Knowledge, skill, abilities

- Principles and practices of public facility management, administration and organization
- Building operations, management practices and safety requirements of buildings utilized for large public assembly
- Current social, political and economic trends and operating issues of local government
- Organizational and management practices as applied to the analysis and evaluation of facilities, programs, policies and operational needs
- Principles and practices of organization, administration and personnel management
- Principles of supervision, training and performance evaluation
- Principles and practices of collective bargaining and labor contract administration
- Methods and techniques of contract negotiation
- Research and reporting methods, techniques, and procedures
- Sources of information related to public facility management and related programs and services
- Pertinent Federal, State, and local laws, codes, and regulations
- Leadership and coordination of the activities of multiple public facilities
- Administer a variety of agency-wide programs and administrative and budgetary activities for Metro venues
- Interpret and apply Federal, State, and local policies, procedures, laws and regulations
- Identify and respond to public and venue issues and concerns
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals
- Allocate limited resources in a cost effective manner
- Effectively and fairly negotiate appropriate solutions and contracts
- Gain cooperation through discussion and persuasion
- Select, supervise, train, and evaluate assigned staff

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- Prepare and administer a large and complex budget
  - Evaluate and develop improvements in operations, procedures, policies, or methods
  - Prepare clear and concise reports and develop appropriate recommendations
  - Communicate clearly and concisely, both orally and in writing
  - Establish and maintain cooperative working relationships with those contacted in the course of work, including government officials, community groups, vendors, tenants, the general public and media representatives

### **SUPERVISION RECEIVED**

Supervision is received by the Metro COO. Policy direction is also received from the Metropolitan Exposition-Recreation Commission

### **SUPERVISION EXERCISED**

Supervision is exercised directly over management, professional and clerical staff

### **TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING**

Standard office equipment is used

### **WORK ENVIRONMENT**

Duties are primarily performed in an office environment while sitting at a desk or computer terminal. Travel, extensive overtime and evening meetings may be required.

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*The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.*