

Classification Description



Title: Event Operations Manager
Department: Oregon Convention Center
Job Code: 1301
Pay Grade: 537
FLSA Status: Exempt

Bargaining Unit: Non-Represented
Established: 03/2022
Revised:
EEO Category: Administrative Support

CLASSIFICATION DESCRIPTION

The Event Operations Manager plays a key role in the leadership and direction of the Setup team and working closely with Event Managers on event logistics and event oversight support at the Oregon Convention Center (OCC). In this role, they will be responsible for venue oversight and management during the evening and weekend hours, ensuring that OCC is safe and welcoming for staff, clients and guests.

DISTINGUISHING FEATURES

This is a single classification distinguished by the increased levels of responsibility, supervision of assigned staff, reporting structure and planning responsibility.

DUTIES AND RESPONSIBILITIES

1. Supervise and oversee all activities and services in the venue in the evenings and weekends. This includes direct management and supervision of the Setup team. Activities to include frequent rounds of building to check in with staff, clients, guests and vendors; provide oversight and guidance to staff on site; work through and resolve escalated issues and problems with staff and clients; and documentation (MOD report, event summary and other documents as needed).
2. Manage, coordinate and oversee all aspects of services provided to clients on the day of assigned events. This will include services and contracted services such as A/V, telecom, set up, catering, guest experience and parking. This may include shift briefings for front line staff, leading exhibitor load in or load out, troubleshooting technical errors and supporting show management with changes.
3. Fill in and support for Setup Supervisor shifts to provide coverage for peak set up days, vacations, sick time and other PTO. Duties during this time would be the full duties as listed in the Setup Supervisor classification description.
4. Attend and participate in event planning, coordinating and logistics meetings. This will include meetings such as event operations, production, 3 month look ahead, lifecycle and other meetings as assigned.
5. Lead the strategic and logistical planning for weekly schedules and daily work assignments for Setup Team. This will include coordination with other departments and Event Managers on timing, considerations, special requests and needs.
6. Evaluate processes and procedures within the set up department for efficiency, process improvement, and industry standards. Develops and improves process and tools to advance the departments efficiency and client satisfaction.

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It is the responsibility of all Metro employees to:

1. Actively participates on committees and/or attends meetings as assigned.
2. Fulfills Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability.
 - Builds and maintains positive relationships and contributes to a positive team atmosphere; engages others in ways that foster respect and trust.
 - Encourages and appreciates diversity in people and ideas – seeks to understand the perspectives of others.
 - Provides excellent customer service – assists the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations.
 - Practices continuous improvement - researches new possibilities, contributes ideas and stays current in field of work.
 - Demonstrates sustainable practices in applicable field and generally for resource use and protection.
 - Works assigned schedule (if applicable) and exhibits regular and predictable attendance.
 - Works in a safe manner and follows safety policies, practices and procedures.
 - Complies with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate.
3. Performs assigned duties during an emergency situation.
4. Performs other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

- High school diploma plus at least one year of specialized training from college or technical school and,
- Three years of relevant experience in event, venue or hotel management and,
- Two years of supervisory experience or,
- Any combination of experience, education and training which provides the equivalent scope of knowledge, skills and abilities necessary to perform the essential job duties.

Special Requirements:

- CPR Certified.
- Crowd Management Certification.

Knowledge, Skills and Abilities

- Knowledge of effective management, including team building, personnel supervision, mentoring, training and performance evaluation.
- Knowledge of computer software programs: Microsoft Office and event management software.

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- Ability to problem solve quickly and efficiently while weighing multiple factors.
 - Ability to resolve complex staff and client issues without additional support.
 - Ability to deescalate and take lead in emergency situations.
 - Ability to prioritize competing tasks without jeopardizing service levels.
 - Ability to manage a diverse team with compassion, collaboration and accountability.
 - Ability to effectively communicate verbally and in writing.
 - Ability to strategically plan for efficient execution.
 - Ability to maintain confidentiality.
 - Ability to perform essential duties and responsibilities.
 - Ability to perform (with or without a reasonable accommodation) the physical demands in the work environment and operate the tools and equipment.
 - Ability to successfully pass the background check and screening requirements if required for the position.
 - Ability to possess a current driver's license and driving record sufficient to be insured by Metro insurance carrier if required for the position.

SUPERVISION RECEIVED:

- Supervision is received from an assigned Supervisor or Manager.

SUPERVISION EXERCISED:

- Full supervisory authority to hire, transfer, suspend, lay off, recall, promote, discharge, assign, reward or discipline, or to adjust grievances.

TOOLS AND EQUIPMENT USED; PROTECTIVE CLOTHING

- Tools and equipment includes computer, iPad, cellphone, radio and printer.

WORK ENVIRONMENT

- Work is generally performed in an office environment, with frequent interruptions and irregularities in the work schedule. Frequent reaching, walking, standing, lifting, stooping, or carrying of equipment and materials may be required. Incumbents may be required to lift and carry up to 10 pounds.

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 duties.