

Classification Description

Title: Deputy Director - Portland'5

Department: Portland P'5 (P5)

Job Code: 1496

Pay Range: X

FLSA Status: Exempt

Employee Group: Non-Represented

Established: 4/22

Revised:

EEO Category: Officials and Administrator

CLASSIFICATION DESCRIPTION

The Portland'5 Deputy Director has executive level authority for department-wide planning, organization and operations. In addition, this position may direct major programs, projects and functions of a department. The Deputy Director assists in planning, directing, managing and overseeing the daily activities and operations of Portland'5. Provides highly responsible staff assistance to the facility executive director and provides day-to-day guidance and leadership for the Director of Operations, the Director of Booking, Sales and Presenting, the Director of Ticketing Services and the Director of Events and Production Services.

DISTINGUISHING FEATURES

This is a single unit classification distinguished by the size of the department and the complexity of the work which requires ongoing delegation of department-wide executive-level authority.

DUTIES AND RESPONSIBILITIES

1. Acts as the department director in the executive director's absence.
2. Assumes day to day management responsibility for all P5 services and activities including event services, operations, ticket services and booking sales and marketing. Recommends and administers related policies and procedures. Works with department heads to assist them in realizing departmental goals within the overall P5 plan.
3. Establishes, implements and monitors policies and procedures for effective, efficient operations.
4. Interprets department rules and directives and ensures compliance with Metro code and relevant laws.
5. Assists P5 Executive Director with the development, implementation and management of facility goals, objectives and priorities.
6. Provides department-wide management over professional staff with executive responsibility for hiring, promoting, transferring, assigning and initiating salary action.
7. Assists P5 department heads to manage their workforces to excellence through a variety of means, including training, motivation and performance evaluation. Provides guidance on organization structure and work assignments. Provides or coordinates staff training. Works with employees to correct deficiencies, handle grievances, implement discipline and/or termination procedures.
8. Identifies, negotiates and resolves sensitive issues, or citizen, vendor and clients' inquires and complaints.

9. Provides highly responsible staff assistance to the facility Executive Director; participates in planning, analysis, and program development for full range of P5 functions. Prepares and presents staff reports and other necessary correspondence as directed by the P5 Executive Director.
10. Participates in the development and administration of the annual P5 budget; monitors expenditures; implements adjustments as needed.
11. Assists in short-and long range planning of the department; manages special projects or studies to meet the overall direction of the department.
12. Collaborates with the executive director in establishing strategic direction and guides processes for critical functions/programs for a department.
13. Develops partnering relationships with external entities in support of department programs.
14. Serves as P5 representative at various committee meetings, professional or industry meetings; Stays abreast of new trends and innovations in the facility management field.

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:

- Bachelor's degree in the assigned program area or a related field and,
- Seven to ten years of specialized experience or operational management in area of responsibility, and
- Any combination of experience, education and training which provides the equivalent scope of knowledge, skills and abilities necessary to perform the essential job duties.

Knowledge, Skills and Abilities:

- Knowledge of operational characteristics, services and activities of performing arts center or other public assembly facilities.
- Knowledge of principles and delivery of superior customer service.
- Knowledge of modern and complex principles and practices of marketing and sales, event scheduling and coordination, booking operations, box office management, production and facility maintenance.
- Knowledge of principles of crowd management and facility security.
- Knowledge of client needs as they apply to facility usage.
- Knowledge of principles and practices; legal requirements, regulations and laws applicable to venue management.
- Knowledge of fiscal management, including budget preparation and expenditure control.
- Knowledge of management theory and the principles and practices of supervision.
- Knowledge of major business and specialized computer software programs.
- Skill in continuous use of discretion, decision making, negotiation and mentoring.
- Ability to apply strong leadership skills and build consensus among diverse groups.
- Ability to plan, organize and oversee assigned departments and projects.
- Ability to communicate successfully with elected/appointed officials, media, the public and various interest groups regarding sensitive and/or complex issues.
- Ability to apply Interpersonal skills, customer service and teamwork.
- Ability to apply presentation and teaching skills to diverse audiences.
- Ability to read, write, understand and speak English.
- 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.

Classification Description

SUPERVISION RECEIVED

- Supervision is received from the Department Director.

SUPERVISION EXERCISED

- This position exercises supervision over assigned areas within the department.

TOOLS AND EQUIPMENT USED; 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. Employees in this series may encounter the hazardous chemicals, equipment and situations normally found in such an environment. Travel, extensive overtime and evening meetings may be required.

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.