

# Classification Description

**Title:** Director, Expo  
**Department:** Expo Center  
**Job Code:** 8295  
**Pay Grade:** Y  
**FLSA Status:** Exempt

**Bargaining Unit:** Non-represented  
**Established:** 12/2024  
**Revised:**  
**EEO Category:** Officials and Administrators

## CLASSIFICATION DESCRIPTION

This position plans, organizes and directs the activities of the Expo Center. Oversight areas include long-range and short-term planning, policy and program analysis, development and implementation and financial management.

## DISTINGUISHING FEATURES

This is a single classification distinguished by the complexity and breadth of assigned responsibilities and is not part of a classification series.

## DUTIES AND RESPONSIBILITIES

1. Develops and oversees the Expo Centers strategic, business and operational plans in alignment with the strategic plan and Metro's values and initiatives.
2. Provides supervision over facility management and supervisory positions.
3. Manages and oversees the activities of all departments typically through subordinates; plans and directs departmental work plans; assigns projects and programmatic areas of responsibility; collaborates and coordinates with subordinate managers to organize and prioritize activities; reviews and evaluates work methods and procedures.
4. Establishes appropriate service and staffing levels; internal reporting relationships; and ensures effective performance management.
5. Monitors and evaluates the effectiveness and efficiency of service delivery methods, identifies opportunities for improvement and directs and oversees the implementation of changes.
6. Plans, directs and oversees the facility budget; establishes fees for facility rental, equipment rental and services; directs the forecast of funds needed for service delivery; monitors, reviews and authorizes the allocation of resources and expenditures; develops and maintains financial and statistical records.
7. Directs and oversees the short- and long-term development and maintenance of the facilities; directs and oversees budgeted capital construction projects; plans for and makes financial and operational decisions to support long-term operational success of large, complex public assembly venues; ensures venue and infrastructure maintenance is consistent with all standards applicable to public assembly venues, such as public safety, accessibility, and environmental sustainability.
8. Negotiates, reviews and executes license agreements and major business contracts.
9. Represents facility to other Metro facilities, departments, elected officials, outside agencies and the community; explains and represents programs, policies and activities;



negotiates and resolves sensitive, significant and controversial issues.

10. Participates in various meetings in the community, at professional forums and at industry related events; stays abreast of current trends and innovations within the facility management field.
11. Collaborates and coordinates with other Metro facilities on agency-wide initiatives.
12. Manages strategic aspects of the food and beverage contract for the facility. Elements include the human relationships, as well as contract compliance and achievement of contract revenue, capital, and marketing goals and financial outcomes.
13. Maintains, and exhibits discretion with confidential and/or sensitive information.

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 with major course work in business administration, public administration, hospitality, marketing or related field, and
- A minimum of eight (8) years of facility management experience with a minimum of five (5) years in a senior management position, 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.

### **Knowledge, Skills and Abilities:**

- Knowledge of business and public administration principles and practices with emphasis on the legislation, laws, regulations, policies, and contract and accounting methods applicable to assigned responsibilities sufficient to determine how to resolve a business issue choosing from among several alternative solutions.
- Knowledge of effective management and leadership, including team building, personnel supervision, mentoring, talent development, training and performance evaluation in a union environment.
- Knowledge of computers and business software programs, including Microsoft office and
- other software used by the department.
- Knowledge of basic accounting principles.
- Skill in decision making, problem analysis and independent judgment.
- Ability to communicate effectively by written, spoken and electronic means and apply presentation skills to diverse audiences.
- Ability to organize and conduct research, projects and business activities.
- Ability to prepare and present business and research information in an efficient and effective manner.
- Ability to work independently and as part of a team.
- Ability to establish and maintain cooperative working relationships and providing excellent customer service by meeting the needs and interacting with employees, volunteers, vendors, the public and others encountered during the course of work in a courteous and professional manner.
- Ability to maintain confidentiality.
- Ability to perform essential duties and responsibilities.
- Ability to recommend and implement goals, objectives and practices for providing effective and efficient facility scheduling, booking and marketing services.
- Ability to plan and organize Expo events efficiently.
- Ability to negotiate and implement facility contracts for services.
- Ability to use discretion with confidential and sensitive matters.
- 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

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## **SUPERVISION RECIEVED**

- Supervision is received from General Manager, Visitor Venues.

## **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**

- Office equipment to include computers, copiers, printers, projectors, monitors, keyboard and mouse.

## **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.

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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 duties.*