

Classification Description

Title: Event Setup and Operations Manager
Department: Oregon Convention Center (OCC)
Job Code: 1232
Pay Grade: P
FLSA Status: Exempt

Bargaining Unit: Non-represented
Established: July 2022
Revised:
EEO Category: Officials and Administrators

CLASSIFICATION DESCRIPTION

This position oversees the Event Setup and Operations department of the Event Operations division at the Oregon Convention Center. The position is responsible for the management, budget, strategic planning and development of the department. Role includes hiring, training, corrective action and termination of managers, supervisors and line staff of the department, leading cultural initiatives, developing talent, and ensuring service levels are met for events.

DISTINGUISHING FEATURES

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

DUTIES AND RESPONSIBILITIES

1. Manages, supervises and coordinates the activities of the setup up team. Directing, coaching and developing department supervisors to efficiently execute the daily activities and projects with line staff; coordinating and strategizing with other departments on event execution.
2. Strategically develops, executes and evaluates department direction, goals, projects, and culture with an emphasis on safety, employee engagement, effectiveness and efficiency.
3. Facilitates meetings with department staff and committees, including but not limited to monthly Setup Supervisor meetings, monthly Event Operations Committee meetings, quarterly or bi-yearly Setup Supervisor workshops, weekly one on one's with direct reports, and quarterly to bi-yearly check in with all line staff.
4. Attends and participates in event planning, coordinating and logistics meetings, including all Event Operations Meetings, Production Meeting, 3 Month Look Ahead, Lifecycle and other meetings as assigned.
5. Develops, implements and controls department budget.
6. Evaluates processes and procedures within the set up department for efficiency, process improvement and industry standards. Works with staff to develop and improve processes and tools to advance the department's efficiency and client satisfaction.

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 a related field and,
- Five years of relevant experience in event setup, venue, custodial, and/or facilities management in a supervisor role managing large events, large venues and/or hotels 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:

- Certified Forklift Trainer.
- Guest services experience for a large venue or hotel.

Knowledge, Skills and Abilities:

- Knowledge of custodial industry including, safety standards, cleaning procedures, floor care and service expectations.
- Knowledge and experience managing multilayered departments.
- Knowledge of effective management, including team building, personnel supervision, mentoring, talent development, training and performance evaluation in a union environment.
- Knowledge of event setup equipment, standards, safety protocols and equipment care.

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- Knowledge of computers and software programs, including Microsoft office and event management software.
 - Ability to develop and manage a department budget, to include planning equipment replacement, materials and services and personnel.
 - Ability to manage a culturally diverse team with compassion, collaboration and accountability.
 - Ability to develop and execute strategic direction for the department to achieve short and long term goals.
 - Ability to coach and develop management.
 - Ability to effectively communicate verbally and in writing.
 - 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 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

- Office equipment to include computers, copiers, printers, projectors, monitors, keyboard and mouse.
- Occasional use of forklifts, pallet jacks, pullers, and riding and cleaning equipment.

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 30 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

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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.