

Classification description



Title: Assistant Operations and Events Manager	Employee Group: Non-represented
Department: Expo Center	Established:
Job Code: 8317	Revised: Apr. 2018; Jan. 13, 2020
Pay Range: IE	EEO Category: Officials and Administrators
FLSA Status: Exempt – Executive/Supervisory	

CLASSIFICATION DESCRIPTION

Manage the daily operations of building maintenance, custodial services, and event setup and teardown. Implement established policies, procedures, programs and services to ensure effective utilization of resources and regulatory compliance. Manage, coordinate and oversee all aspects of services provided to assigned events. Liaise with clients and staff to provide information and assistance during events. Serve as a member of the management team. Ensure compliance with established policies, procedures, programs and services. Work under minimal supervision.

DUTIES AND RESPONSIBILITIES

1. Manages, supervises and oversees the activities of operations and event staff involved in basic building maintenance, operations, custodial services and setup and teardown of events.
2. Communicates with departments and coordinates activities to ensure services are appropriate and performed in an efficient and timely manner.
3. Maintains and manages inventory of equipment, materials and supplies; researches, purchases and manages installation of equipment.
4. Assists with the preparation and management of department budget.
5. Ensures practices, policies and priorities of assigned projects and functions are followed; monitors and evaluates processes, methods and procedures.
6. Ensures work is performed in compliance with codes, ordinances, regulations, and other requirements.
7. Promotes and sells services to new and existing clients with assigned events; and follows up with clients post event.
8. Recommends, develops and implements targets and short- and long-term strategies for meeting goals. Works collaboratively with Operations Manager and Senior Account Executive to ensure these targets are met.
9. Develops and cultivates effective ongoing professional relationships; maintains contact with current clients; attends events that provide opportunity for networking and relationship building within the tourism and commercial industries.
10. Meets with clients to determine event needs; provides information on available services; conducts tours of facility; recommends appropriate space and services; answers questions; assists clients in finalizing rental arrangements.

11. Manages, coordinates and oversees services provided to clients, such as audiovisual, telecommunications, set-up, custodial, maintenance, security, parking, catering and admissions.
12. Coordinates the work of vendors and contractors, such as catering services, concessionaires, parking, shipping/receiving, etc. Maximizes catering food and beverage opportunities.
13. Prepares written critiques of each event; calculates, prepares, and submits summary billing statements; prepares addenda to contracts; prepares and reconciles event settlements within established guidelines and timeframes. Maintains accurate and complete records and produces various reports.
14. Participates in interdepartmental planning meetings and leads facility scheduling meetings.

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.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

- A minimum of two (2) years of experience in a public assembly building or related facility, and
- A minimum of two (2) years of experience in building maintenance, and
- A minimum of one (1) year of supervisory or lead experience, and

- Bachelor's Degree with major course work in public relations, marketing, business administration or related field, or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities
- Possess a current and valid Cardiopulmonary Resuscitation Certification
- Current and valid driver's license issued in the state of residence

Knowledge, Skills and Abilities:

- Knowledge of facilities operations, including building construction and maintenance, mechanical equipment repair, operations, services and activities of a public assembly facility or related facility.
- Knowledge of principles, procedures, methods and techniques of marketing and event management.
- Knowledge of basic accounting principles.
- Knowledge of pertinent Federal, State and local laws, codes and regulations that affect and impact department.
- Knowledge of information technology and telecommunications systems and equipment.
- Ability to plan, implement and coordinate projects.
- Ability to interact effectively with diverse groups of promoters, clients and the public and remain calm, professional, and polite.
- Ability to prioritize and multi-task; be organized and flexible to change course of work/projects as circumstances dictate.
- Ability to establish and maintain effective, cooperative working relationships with those contacted in the course of work.
- Ability to interpret and explain booking and scheduling policies and procedures.
- Ability to focus and maintain a calm demeanor in a high-paced environment.
- Ability to analyze information and use logic to resolve issues and problems.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to work effectively with information management systems, and adapt quickly to system changes and updates.
- Ability to assess and review work in the installation, maintenance and repair of HVAC systems, electrical systems, and mechanical and pneumatic controls.
- Ability to create, read and interpret schematics, drawings and blueprints.
- Ability to manage staff and resources in an effective and efficient manner.
- 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.

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- 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

- This position is supervised by the Operations Manager

SUPERVISION EXERCISED

- This position functions primarily as a first-line supervisor, ensuring that subordinate staff members have clear work direction and guidance. The incumbent is responsible to carry out the full spectrum of supervisory responsibilities in accordance with the agency's policies and applicable laws. Responsibilities include hiring and training employees; planning, scheduling, and directing work; appraising performance; rewarding and disciplining employees; addressing grievances and resolving problems.

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

- Standard office equipment is used.

WORK ENVIRONMENT

- Work various hours, including evening, weekends, and holidays. Continuously required to stand and/or walk for extended periods of time; smell and/or taste; perform repetitive motions of hands and wrist; lift, push, pull and/or carry objects up to 10 pounds. Frequently required to lift, push, pull and/or carry objects up to 25 pounds; work near or around moving mechanical parts; see and/or respond to visual cues; hear and/or respond to verbal/audio cues. Occasionally required to stoop, kneel, crouch or crawl; twist and/or bend; reach with hands and arms. Occasionally exposed to outdoor weather conditions. Rarely required to sit for extended periods of time; climb and/or balance; lift, push, pull and/or carry objects up to 100 pounds; work near or around electricity; exposed to vibration. Rarely exposed to toxic or caustic chemicals; fumes or airborne particles; blood or other human bodily fluids.

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.