

Classification description

Title: Setup and Operations Supervisor
Department: Varies
Job Code: 8245
Pay Range: HE
FLSA Status: Exempt – Administrative or Executive/Supervisory

Employee Group: Non-represented
Established:
Revised: May 2007; Jan. 13, 2020
EEO Category: Professionals or Officials and Administrators

CLASSIFICATION DESCRIPTION

Supervise and coordinate the work of staff involved in event set-up and tear-down and custodial services.

DUTIES AND RESPONSIBILITIES

1. Supervises, prioritizes, assigns, and reviews the work of staff involved in custodial services and the set-up, tear-down and cleanup of events.
2. Plans and prepares employee work schedules; assists in establishing work schedules and methods for the set-up of events.
3. Performs and assists with cleaning duties and event set-ups and tear-downs.
4. Meets, and coordinates work, with clients, promoters, exhibitors, vendors and contractors.
5. Coordinates activities with other departments, ensures services are appropriate and performed in an efficient and timely manner.
6. Maintains department supplies and equipment; orders supplies, materials and equipment as needed.
7. Provides ongoing inspection of building and grounds; identifies building needs and initiates corrective action.
8. Ensures work is performed in compliance with codes, ordinances, regulations, and other requirements, including but not limited to, Leadership in Environmental and Energy Design Certification (LEED), and OSHA.
9. Provides assistance to exhibitors during move-in and move-out as needed.

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 three (3) years of experience in set-up work in a similar facility, and
- A minimum of one (1) year of lead/supervisory experience, and
- A High School Diploma or G.E.D., or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities
- Current and valid driver's license issued in the state of residence
- May be required to obtain a current and valid forklift certification

Knowledge, Skills and Abilities:

- Knowledge of materials, methods, practices and equipment used in custodial services and event set-up and clean-up services.
- Ability to guide and motivate staff.
- Ability to operate equipment used in the operations of assembly facilities, such as forklifts, cleaning equipment, compactors, etc.
- Ability to analyze information and use logic to resolve issues and problems.
- Ability to read and interpret schematics, drawings and/or blueprints.
- Ability to manage staff and resources in an effective and efficient manner.
- Ability to establish and maintain cooperative working relationships with all persons contacted in the course of work.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to prioritize and multi-task; be organized and flexible to change course of work/projects as circumstances dictate.
- 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.

Classification description

- 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 – Housekeeping and Setup

SUPERVISION EXERCISED

- This position functions primarily as a first-line supervisor, ensuring subordinate staff 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, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

- Standard office equipment is used along with specific databases

WORK ENVIRONMENT

- Work nights, weekends and holidays. Continuously required to lift, push, pull and/or carry objects up to 10 pounds; hear and/or respond to verbal/audio cues; reach with hands and arms; see and/or respond to visual cues. Frequently required to view computer monitors; stand and/or walk for extended periods of time; twist and/or bend; perform repetitive motions of hands and wrist; lift, push, pull and/or carry objects up to 25 pounds; work near or around moving mechanical parts
- Occasionally required to stoop, kneel, crouch or crawl; exposed to fumes or airborne particles; extreme cold or heat; blood or other human bodily fluids. 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 moving mechanical parts; work near or around electricity; exposed toxic or caustic chemicals

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.