

## CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Vacant

Work Phone: 608-261-4029

2. Class Title (i.e. payroll title):

Assistant Operations Manager

3. Working Title (if any):

Assistant Operations Manager

4. Name & Class of First-Line Supervisor:

Bryan Cator

Work Phone: 608-261-4031

5. Department, Division & Section:

Monona Terrace Operations Department

6. Work Address:

1 John Nolen Drive

7. Hours/Week: 77.5

Start time: 5:30am      End time: 4pm

8. Date of hire in this position:

6/3/2001

9. From approximately what date has employee performed the work currently assigned:

- 
10. Position Summary:

This is responsible professional supervisory and operations management work encompassing the areas of security, set-up/tear down, custodial and guest services for Monona Terrace Community and Convention Center.

The work involves supervising Lead and Operations workers, Security, Guest Services, custodial, contracted Security and Stagehand staff consisting of full-time, permanent part time, hourly, work study, intern and volunteer staff. Related administrative functions include: development and implementation of building standards and policies; purchasing and inventory control; diverse recordkeeping; payroll; emergency training; administration of building keys and security access levels.

This position is characterized by independent judgment, excellent customer service skills, great attention to detail, coordination of multiple tasks at one time, collaboration with other work units within the Convention Center, and maintaining high standards of customer service. The work is performed under the general supervision of the Director of Quality Improvement and Operations.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)
- 20% A. Manage and Supervise the Operations section
    1. Supervise the activities of the full-time and hourly Operations, Security, Guest Services, contracted Security staff and Stagehands.
    2. Participate in hiring and promotion decisions, and provide training, work review and evaluation. Discipline and fire hourly staff with input from the operations manager and Lead Workers. Implement record keeping systems necessary to track and analyze personnel activity. Assist in developing and writing department policies and procedures.
    3. Develop and oversee orientation and training of staff. Use specialized computer software to complete daily tasks and communicate with staff.
    4. Evaluate equipment needs and condition. Give operating and capital budget recommendations for replacement.
    5. Inventory and order all consumable supplies such as cleaning chemicals, paper products, can liners and other building maintenance products. Coordinate the review and testing of various types of products and review recommendations from Lead Workers and Operations Worker.
    6. Inventory and order all employee uniforms. Monitor uniforms for quality and contract compliance.
    7. Review, resolve discrepancies, and approve payroll for fulltime and hourly Operations, Custodial, Security and Guest Service Attendants.
  
  - 20% B. Plan, Coordinate and Administer All Work Schedules for the Operations Section
    1. Schedule all fulltime and hourly Operations, Security, Guest Services, Stagehand and contracted Security staff.
    2. Approve and schedule all time off requests for fulltime and hourly Operations, Security and Guest Services staff. Implement the cross-utilization of staff as necessitated by employee time off and vacation requests.
    3. Develop and implement systems for monitoring employee leave usage. Monitor and record employee leave usage for all fulltime and hourly Operations, Security, Guest Services staff.
    4. Act as liaison with local IATSE (Stagehands) Business Agent for the Operations Section.
    5. Monitor and maintain necessary staffing levels for all operational and security activities.
  
  - 30% C. Plan, Coordinate and Administer all Daily Event Activities for the Operations Section
    1. Develop, coordinate and administer the specific daily work plans relating to set up and teardown for each Monona Terrace event in the Operations section. Update work plans with any client requested changes or additions.
    2. Coordinate, plan and meet with Audio Visual Department to schedule time sensitive event details relating to setup and teardown in the Operations section.
    3. Coordinate, plan and meet with the Event Services Department to schedule time sensitive event details relating to setup and teardown in the Operations section.
    4. Provide labor costs on room resets for future events.
    - 5.
  
  - 10% D. Building Security Responsibilities
    1. Inventory, monitor and issue building keys and electronic access swipes for all Monona Terrace and Monona Catering employees.
    2. Set-up, adjust and monitor building access levels and times for all Monona Terrace and Monona Catering employees.
    3. Plan, coordinate and administer event related lock changes.
    4. Work with local and federal law enforcement in planning and coordinating all ingress and egress routes for dignitary visits to Monona Terrace.
    5. Review specialized software program and download video surveillance footage for all building incidents or upon request by local law enforcement.
    6. Install, maintain and monitor a specialized software program for nightly security checks.

- 10% E. Building Life Safety and Emergency Response Training
  - 1. Develop, coordinate and implement training programs for, emergency response, lost persons, severe weather, CPR/AED, and fire evacuation.
  - 2. Update and revise the Monona Terrace Emergency Plan.
  - 3. Purchase and maintain all Automated External Defibrillators. Monitor and replace batteries and adult/infant stat pads when needed.
  - 4.
  - 5.
- 10% F. Monitor Standards, Policies and Procedures for the Operations Section
  - 1. Inspect all public and back of house areas to ensure compliance with ADA, Fire Code, public safety and building standards in cleanliness.
  - 2. Inspect event room sets to ensure compliance with even plans, ADA, Fire Code, public safety and building standards in cleanliness.
  - 3. Monitor customer service standards. Insure all employees maintain and deliver a high level of customer service to all clients, guests and visitors. Give recommendations for additional training.
  - 4.
  - 5.

12. Primary knowledge, skills and abilities required:

Thorough knowledge of the methods, practices, materials and equipment used in building operations, maintenance, and custodial work for a facility such as the Monona Terrace Convention Center. Working knowledge of the hospitality industry with a key emphasis on customer service. Working knowledge of supervisory techniques and practices, including team building and working through subordinate leadworkers. Working knowledge of safety programs, practices, and procedures associated with custodial, event set-up/tear, security, and related types of activities. Working knowledge of staff scheduling and workload allocation techniques and practices. Ability to supervise and/or coordinate the work of subordinate leadworkers and staff and other work units. Ability to project staff, equipment, and supplies needs and plan, coordinate, and schedule accordingly. Ability to establish priorities and coordinate the multiple activities of a large and full service operations section at the same time. Ability to train and evaluate lower level leadworkers and staff and monitor their performance. Ability to communicate effectively and in a clear and concise manner, both orally and in writing. Ability to interpret complex event service orders and translate them into work plans for full and part-time staff that ensure delivery of services to facility users. Ability to deal effectively and courteously with lessees, user groups, their representatives, vendors, other staff, and the general public Ability to prepare and monitor budgets. Ability to prepare, read and analyze blueprints or layouts of a variety of events such as shows, meetings, conference and conventions. Ability to maintain adequate attendance.

13. Special tools and equipment required:

14. Required licenses and/or registration:

Ability to meet the transportation needs of the position.

15. Physical requirements:

Able to lift 50 # occasionally.

16. Supervision received (level and type):

General supervision from the Direct of Quality Improvement and Operations

17. Leadership Responsibilities:

- This position:  is responsible for supervisory activities (Supervisory Analysis Form attached).  
 has no leadership responsibility.  
 provides general leadership (please provide detail under Function Statement).

18. Employee Acknowledgment:

- I prepared this form and believe that it accurately describes my position.  
 I have been provided with this description of my assignment by my supervisor.  
 Other comments (see attached).

\_\_\_\_\_  
EMPLOYEE

\_\_\_\_\_  
DATE

19. Supervisor Statement:

- I have prepared this form and believe that it accurately describes this position.  
 I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.  
 I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).  
 I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).  
 Other comments (see attached).

\_\_\_\_\_  
SUPERVISOR

\_\_\_\_\_  
DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.