

TO: Personnel Board

FROM: Julie Trimbell, Human Resources Analyst

DATE: January 15, 2014

SUBJECT: Monona Terrace Assistant Operations Manager - Monona Terrace

Monona Terrace Director Gregg McManners has requested a study of Monona Terrace Assistant Operations Manager position #3596 in CG18, Range 04, currently occupied by Mr. Bryan Cator. The other incumbent in this classification is Mr. Thubden Sangha (position #3326). Mr. Cator has worked for Monona Terrace since 1996, and became an Assistant Operations Manager in 2001. Since his promotion in 2001, Mr. Cator has continued to take on more in depth responsibilities than those reflected in his classification and has been performing a significant number of duties that the other incumbent has not. Based on the position description submitted, a review of the current Monona Terrace Assistant Operations Manager class spec and interviews with supervisor Connie Thompson, Quality Improvement and Operations Manager, and the incumbent, I recommend the following:

- Retitle Monona Terrace Assistant Operations Manager, CG18, Range 04, as Monona Terrace Assistant Operations Supervisor for the reasons outlined in this memo and reallocate the incumbent in position #3326 to the new title.
- Create a new classification of Monona Terrace Assistant Operations Manager with placement in CG18, Range 05.
- Recreate the current Monona Terrace Assistant Operations Manager position (#3596) as a Monona Terrace Assistant Operations Manager in CG18, Range 05.
- Reallocate the incumbent, Bryan Cator, in position #3596 to the new position.

In 2001, Mr. Cator was the only Monona Terrace Assistant Operations Manager. In November 2003, Mr. Sangha was hired as the second Assistant Operations Manager. Initially, they tried to divide the work responsibilities between the two incumbents, however over time they realized it was not the most effective means for accomplishing tasks and some items were ultimately overlooked. It was then that the decision was made to have one employee primarily responsible for set-up and the other employee primarily responsible for cleaning services.

Since 2001, Mr. Cator has performed functions beyond the scope of the class spec. In 2001, he became the liaison for dignitaries and the Secret Service as events required. This involves working with local and federal law enforcement in planning and coordinating all ingress and egress routes for dignitary visits to Monona Terrace. At that time he was also charged with CPR/AED responsibilities, including training programs and maintenance of AEDs.

In 2004, Mr. Cator took over the security and key inventory functions. He is responsible for building access needs/requirements, as well as related software and video surveillance. Mr. Cator is also responsible for emergency response and planning for Monona Terrace, including lost persons, severe weather, and fire evacuation. He maintains the Monona Terrace Emergency Plan and related training programs.

Beginning in 2009, Mr. Cator became responsible for scheduling all full-time and hourly staff (Operations, Security, Guest Services, Custodial, Stagehands and vendor security). He approves and schedules all time off requests, and maintains necessary staffing levels for all operational and security events. He is responsible for verifying time worked with scheduled hours, and approving paid time.

In 2010, he began preparing the daily work plans for operation staff related to set-up and tear-down functions. He is responsible for coordinating work plans with various other units.

Mr. Cator participates in hiring and discipline decisions. He also serves as the liaison for IATSE stagehands resolving issues that arise. He is responsible for the uniform contract and quality issues related to the linen contract.

The majority of job duties previously outlined and performed by Mr. Cator are above and beyond the scope of the current Monona Terrace Assistant Operations Manager class specification. In recognizing this higher level of work, it is recommended that a new classification be created (attached).

In comparing the position descriptions (attached) of the two incumbents in the Monona Terrace Assistant Operations Manager classification, the duties and responsibilities overlap to some degree, however there are varying degrees of difference. Although both position descriptions include the identical areas of:

- Manage and Supervise the Operations section
- Plan, Coordinate and Administer All Work Schedules for the Operations Section
- Plan, Coordinate and Administer all Daily Event Activities for the Operations Section
- Building Security Responsibilities
- Building Life Safety and Emergency Response Training
- Monitor Standards, Policies and Procedures for the Operations Section,

the specific tasks and levels of responsibility within each area vary significantly as highlighted previously.

Salary placement for the new classification is rather limited due to related classifications at Monona Terrace. The current classification is in CG18, Range 04, however the added responsibilities would lead to a higher recommended salary range. In August 2012, the classification of Monona Terrace Operations Manager existed with placement in CG18, Range 06 (the classification no longer exists as the position was reclassified and the incumbent promoted when quality improvement responsibilities were added to the position). The two Monona Terrace Assistant Operations Managers reported to the incumbent in that classification. The Monona Terrace Operations Manager, in turn, reported to a Monona Terrace Associate Director. In addition to the reporting structure, the incumbent of the Operations Manager position was responsible for making hiring and discipline decisions, assisting the Associate Director with short- and long-term project planning and prioritization, collecting and analyzing data to prepare monthly and quarterly operational reports, evaluating and administering the labor and supplies budgets for the Section, preparing future budget recommendations and rationale, and serving as the parking liaison. Because of the significant difference in responsibilities, salary placement is limited to only one range higher in CG18, Range 05. The Parking Enforcement Field Supervisor and Public Works Foreperson classifications are also at this salary range and have comparable

reporting structures and responsibilities. They all have leadworkers reporting to them and are responsible for hiring, scheduling, directing, and training staff, coordinating activities and handling emergency situations.

Based on the previously outlined analysis, I conclude that the Monona Terrace Assistant Operations Manager is properly classified at CG18, Range 04, but should be retitled as Monona Terrace Assistant Operations Supervisor and that a new classification of Monona Terrace Assistant Operations Manager should be created with placement one range higher at CG18, Range 05. The new classification is appropriate for the responsibilities of position #3596. Therefore, position #3596 of Monona Terrace Assistant Operations Manager should be recreated as Monona Terrace Assistant Operations Manager in CG18, Range 05 and the incumbent reallocated to this new position.

The necessary Resolution has been prepared to implement this recommendation.

Editor’s Note:

Compensation Group/Range	2014 Annual Minimum (Step 1)	2014 Annual Maximum (Step 5)	2014 Annual Maximum +12% longevity
18/04	\$48,180	\$55,560	\$62,218
18/05	\$49,852	\$57,800	\$64,740

cc: Gregg McManners - Monona Terrace Director  
 Kathi Hurtgen - Monona Terrace Associate Director  
 Connie Thompson – Quality Improvement and Operations Manager  
 Bryan Cator - Monona Terrace Assistant Operations Manager