

QUALITY IMPROVEMENT AND OPERATIONS MANAGER

CLASS DESCRIPTION

General Responsibilities:

RESIDENCY IN DANE COUNTY IS REQUIRED FOR THIS POSITION.

This is responsible professional, supervisory, and operations management work encompassing overall responsibility for quality initiatives and operations for the Monona Terrace Community and Convention Center. The work is characterized by great attention to detail, the exercise of independent judgment, coordination of multiple tasks at one time, collaboration with other work units within the Convention Center, and maintenance of high standards of customer service. The work is performed under the general supervision of the Monona Terrace Associate Director (Finance and Operations) with review through regular meetings and evaluation of the overall finished product.

Examples of Duties and Responsibilities:

Serve as the leading quality and process management resource for Monona Terrace. Assist in the development of standards, tools, and training for the organization. Provide consultation and guidance to leaders and managers in the performance improvement process. Work with leaders and managers to diagnose and address performance and capability challenges related to achieving business objectives. Select, manage, evaluate, and sustain the outcomes of key strategic process improvement projects.

Facilitate development of Monona Terrace's strategic plan. Identify key goals and initiatives to accelerate the development of a high performance team. Research and establish key metrics to measure success. Identify current and future gaps in organizational capabilities and create short and long term action plans to close the gaps. Apply process improvement tools and root-cause analysis to address barriers to effectiveness and systemic limitations.

Develop and provide training to managers, workgroups, and teams around performance management and organizational effectiveness. Design and implement projects to develop organizational effectiveness, including the development of applicable managerial tools, resources, and procedures. Drive projects and programs to successful outcomes. Assume responsibility for the Wisconsin Forward Quality award and lead the application process. Develop, implement, monitor, and maintain all policies, processes, and systems required to support achievement of a high performance organization.

Plan, organize, coordinate, direct, and monitor the programs, operations, and activities of the Monona Terrace operations section, including all aspects of the following facility and event operations areas: facility and guest security; employee, client, and patron safety; risk assessment; budget; planning; personnel administration; set-up/tear-down; custodial services, parking liaison; law enforcement liaison; guest services; quality control; and other related services and activities. Develop and implement section policies and procedures, including customer service standards and standard operating procedures for section staff. Develop and/or oversee development of production schedules and methods, including preventative maintenance and inspection of work.

Monitor and evaluate results. Develop and monitor standards relative to the selection, purchase, maintenance, and operation of equipment and computerized systems. Develop and implement the facility security plan, including working with law enforcement as necessary to ensure guest and employee security. Investigate and respond to complaints regarding section activities.

Manage supervisory, semi-skilled and administrative staff, both directly and through subordinate supervisors. Participate in hiring and promotion decisions. Discipline and terminate staff with input from subordinate supervisors and leadworkers and perform all other necessary personnel and labor relations functions.

Develop and implement orientation and training programs, and methods for evaluating employees. Oversee the development, coordination, and implementation of an information relay system to inform staff of the operational details, services, and logistics of each event and to coordinate multiple activities. Oversee the development of methods of determining and meeting necessary staffing levels for various types of activities. Analyze event coordinator service orders and review blueprints or layouts of a variety of events such as trade shows, meetings, conferences, and conventions. Work with the Customer Services Coordinator(s) to prepare schedules and work plans for set-up/tear down crews. Oversee the allocation of crews and equipment to the various projects, provide direction to improve methods and productivity, and facilitate cooperation between various work teams. Communicate any special customer service or security concerns to the appropriate leadworker.

Assist the Monona Terrace Associate Director with short and long-term project planning and prioritization and carry out assigned segments. Design and maintain effective operational cost analysis information and record keeping systems necessary to track and analyze personnel activity, supplies inventory, overtime use, customer satisfaction, etc. Collect and analyze data to prepare monthly and quarterly operational reports. Plan for and determine cost-effective service and replacement of Operation Section equipment and systems. Establish and evaluate efficient inventory control systems. Prepare budgetary recommendations, including operations and capital improvement budgeting recommendations and rationales. Review and monitor expenditures throughout the year to ensure spending is within budgetary constraints. Prepare or assist in preparation of requests for proposal, and participate in evaluation of proposals and selection of providers.

Make recommendations on overall Convention Center operational policies, procedures, and service changes which will improve client satisfaction and operations efficiency. Provide input and recommendations on overall Convention Center issues as requested.

Perform related work as required.

QUALIFICATIONS

Knowledge, Skills and Abilities:

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. Thorough knowledge of organizational development, leadership, process management, operations management, strategic planning, and quality initiatives theory and techniques. Thorough knowledge and skill in analyzing designing, and leading individual, team,

and organizational level change and development strategies. Thorough knowledge of and experience with various organizational quality tools and methodologies (i.e. Lean Six Sigma, root-cause analysis, and Change Leadership). Thorough knowledge of and ability to use computer software applicable to the duties of the position. Working knowledge of the hospitality industry with a key emphasis on customer service. Working knowledge of the full range of supervisory principles and practices, labor relations and personnel management Working knowledge of safety programs, practices, and procedures associated with operations 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 develop and evaluate Operations Section policies, procedures, equipment, and materials, and to recommend and/or implement quality or efficiency improvements. Ability to train and evaluate lower level leadworkers and staff and monitor their performance. Ability to generate computerized reports, analyses, and presentations. Ability to lead strategic planning processes and coordinate follow-through. Ability to communicate effectively and in a clear and concise manner, both orally and in writing. Ability to establish and maintain effective working relationships with co-workers and the public. 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 develop and maintain related recordkeeping systems and prepare related operational and statistical reports. 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.

Training and Experience:

Generally, positions in this classification will require:

Four years of responsible experience supervising or coordinating a variety of operational functions of a convention center, or in coordinating quality initiatives for a large organization which included the use of quality tools such as Lean Six Sigma or root-cause analysis, and at least four years of experience involving direct supervision of a large staff (10 or more people). Such experience will normally be gained after graduating from an accredited college or university with a bachelor's degree in Organizational Development, Business Administration, Public Administration, or a related field. Possession of a Master's Degree in Organizational Development, Business Administration, Public Administration, or a related field may be substituted for 2 years of experience, but the supervisory experience is still required. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Necessary Special Qualifications:

Ability to meet the transportation requirements of the position.

Physical Requirements

The incumbent will be expected to lift and move materials weighing up to 50 pounds. In addition, the incumbent must be able to physically access all areas of the Monona Terrace Convention Center in order to oversee the operations of the facility.

Department/Division	Comp. Group	Range
Monona Terrace Convention Center	18	10

Approved:

Brad Wirtz Date
Human Resources Director