

## **MONONA TERRACE OPERATIONS MANAGER**

### **CLASS DESCRIPTION**

#### **General Responsibilities:**

This is responsible professional supervisory and operations management work encompassing the areas of security, set-up/tear down, custodial services, parking liaison, and other related services for the Monona Terrace Community and Convention Center. As head of the Operations Section; develop operational policies, systems and procedures; and oversee, either directly or through subordinate supervisors and leadworkers, the performance of all operational services. The work involves performing all supervisory functions relative to the Customer Services Coordinators and their crews, consisting of full-time, hourly, work study, intern and volunteer staff performing a variety of functions. 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 Associate Director (Operations Director) with review through regular meetings and evaluation of the overall finished product.

#### **Examples of Duties and Responsibilities:**

Supervise the activities of the full-time, hourly, work study, intern, and volunteer staff of the Section. Hire, discipline, and fire staff with input from subordinate supervisors and leadworkers and perform all other necessary personnel and labor relations functions. Oversee the orientation, training, and scheduling of coordinators and staff and evaluate work.

Coordinate all aspects of operations including event set-up/tear down, custodial services, security, parking liaison, and related operational services. Develop, implement and administer the customer service standards, policies, and procedures of the Operations Section. Develop and maintain an information relay system to inform staff of the operational details, services, and logistics of each event and to coordinate multiple activities of the Monona Terrace Convention Center. Oversee the development and maintenance of record keeping systems necessary to track and analyze personnel activity, supplies inventory, etc.

Develop and implement orientation and training programs. Develop, coordinate, and implement or oversee the implementation of work schedules in accordance with established priorities. Develop 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. Allocate crews and equipment to the various projects, provide direction to improve methods and productivity, and facilitate cooperation between various work teams. Communicate any special security concerns to the appropriate leadworker.

Assist the Associate Director with short and long-term project planning and prioritization and carry out assigned segments. Collect and analyze data to prepare monthly and quarterly operational reports. Evaluate and administer the labor and supplies budgets for the Section and prepare future budget recommendations and rationale.

Oversee and monitor the purchase of consumable supplies such as floor care products, rest room supplies, and other building maintenance products and establish reorder and inventory procedure. Coordinate the review and testing of various types of products and review recommendations from subordinates.

Inspect or oversee the inspection of public areas and ensure proper cleanliness and public safety. Oversee and inspect various event set-ups and ensure compliance with plans and specifications. Coordinate the activities of the responsible Customer Service Coordinator(s) and/or workers engaged in the set-up and take-down of event-related equipment such as tables, chairs, risers, staging and in the ongoing housekeeping of the facility. Develop and oversee the implementation of maintenance related and general clean-up guidelines as required by move-in, event, or move-out activity by all lessees of the Monona Terrace. Establish procedures and communication methods for dealing with last minute changes and emergencies. Provide necessary training and information to staff to allow them to respond appropriately to the needs of clients.

Assist clients and guests of Monona Terrace. Respond to difficult in-person inquiries and complaints necessitating judgment and discretion in maintaining customer satisfaction.

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

### Knowledges, Skills and Abilities:

Considerable 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.

