

TO: Personnel Board

FROM: Brooke Gillitzer, Human Resources

DATE: March 2, 2026

SUBJECT: Monona Terrace Convention Center – Monona Terrace Business Manager

The Human Resources Department is currently auditing classifications as part of the Human Resources Management System implementation. During this audit, it was discovered that the Monona Terrace Business Manager classification had been formally deleted in 2011 but remained active in the City's Human Resources systems, including MUNIS and NeoGov, due to an administrative oversight. As a result, a recruitment was done in 2017 for position #3324 for the Monona Terrace Business Manager. Position # 3324 is budgeted as a Quality Improvement and Operations Manager but is listed in MUNIS as filled at the Monona Terrace Business Manager, both classifications in CG 18, Range 10.

Human Resources is therefore requesting formal approval to correct the administrative error and properly authorize the classification of Monona Terrace Business Manager. The position is currently occupied by J. Boyd. Because both classifications are in Range 10, this action has no fiscal impact; rather the proper classification of position #3324 will better align the duties and responsibilities of the position with its title.

I am recommending the following:

- Recreate the classification of Monona Terrace Business Manager in CG 18, Range 10;
- Delete position # 3324 of the Quality Improvement and Operations Manager in CG 18, Range 10, occupied by J. Boyd, and recreate the position as a Monona Terrace Business Manager.
- Reallocate the employee, J. Boyd to the new position.

In 2011, the Monona Terrace Business Manager was formally deleted by Personnel Board and Common Council action. In 2012, a new classification and position (#3324) of Quality Improvement and Operations Manager was authorized by the Personnel Board and Common Council. In 2017, a recruitment was done for position #3324. The recruitment was advertised using the Monona Terrace Business Manager classification and resulted in the hire of Jeffrey Boyd who currently occupies the position. Position #3324 is budgeted at the Quality Improvement and Operations Manager classification but listed in MUNIS as filled at Monona Terrace Business Manager. Since 2017, J. Boyd has been acting in a capacity reflective of the Monona Terrace Business Manager classification and not as a Quality Improvement and Operations Manager.

This position's duties involve the related application of accounting and fiscal management procedures and the performance of other related business management functions. The Quality

Improvement and Operations Manager classification is described as operations management work encompassing overall responsibility for quality initiatives and operations for the Monona Terrace Community and Convention Center and 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. In the 2025 budget process, Monona Terrace recreated one Associate Director position to upgrade the Gift Shop Manager (position #3782) and Monona Terrace Operations Manager (position #3596) to be Quality Improvement and Operation Managers. Currently both positions, #3782 and #3596, are fulfilling the responsibilities in the Quality Improvement and Operation Manager capacity.

The Monona Terrace Business Manager class spec broadly describes the work as:

...responsible administrative, supervisory, and professional **business management and fiscal work** for the Monona Terrace Community and Convention Center. The work involves supervising the **activities and staff of the Business Office**, managing the Center's computerized event business management system, **coordinating the human resource management functions**, and participating in the overall management of Monona Terrace. The work is characterized by the use of independent judgment in the **related application of accounting and fiscal management procedures** and the performance of other related business management functions. [emphasis added]

Because this work is not aligned with the Quality Improvement and Operations Manager classification, it is not appropriate for this position to be identified as such. Rather, I recommend the recreation of the Monona Terrace Business Manager (CG18, R10) classification, and recreation of Quality Improvement & Operations Manager position # 3324 as a Monona Terrace Business Manager (CG18, R10), and reallocating the employee, J. Boyd, to the new position.

The necessary resolution to implement this recommendation has been drafted.

Editor's Note:

Compensation Group/Range	2026 Annual Minimum (Step 1)	2026 Annual Maximum (Step 5)	2026 Annual Maximum (+12% Longevity)
18/10	\$ 85,983.30	\$ 103,336.48	\$ 115,736.92

cc: Connie Thompson – Monona Terrace Director
 Jeffrey Boyd – Monona Terrace Business Manager