

MONONA TERRACE ASSISTANT OPERATIONS SUPERVISOR

CLASS DESCRIPTION

General Responsibilities:

This is responsible supervisory work in assisting in the management and oversight of operational activities (e.g., event set-up, custodial and security) within the Operations Section of the Monona Terrace Community and Convention Center. Work includes planning, coordinating, developing and overseeing daily operational services and substantive involvement in related administrative functions (e.g., development and implementation of building standards and policies; purchasing and inventory control; diverse recordkeeping; payroll; and emergency plan administration). Under the direction of the Quality Improvement and Operations Manager, this position is characterized by independent judgment and discretion in providing for the oversight of ongoing operational services during extended hours of operations.

Examples of Duties and Responsibilities:

Supervise the activities of the full-time, hourly, work study, intern, volunteer, and contract staff of the Operations Section. Participate in promotional decisions. Develop and oversee the orientation, training, and evaluation of staff. Implement and oversee the implementation of work schedules/plans in accordance with established priorities. Monitor and maintain necessary staffing levels. Supplement the supervisory activities of the Operations Manager (often during extended hours) as appropriate.

Administer and monitor the customer service standards, policies, and procedures of the Operations Section. Maintain an information system to inform staff of the operational details, services, and logistics of each event and to coordinate multiple activities. Coordinate with others to assure successful events. Maintain recordkeeping systems necessary to track and analyze personnel activity. Direct the cross-utilization of staff as necessitated by workloads and deadlines.

Utilize specialized computer software to complete daily tasks and communicate with staff. Coordinate the review and testing of various types of products (and review recommendations from subordinates). Inspect public areas to ensure proper cleanliness and public safety. Implement maintenance and general clean-up guidelines as required by move-in, event, or move-out activity by all lessees. Establish procedures and communication methods for dealing with last minute changes and emergencies.

Administer event related lock changes. Assist law enforcement during dignitary visits. Monitor and administer building and event security needs.

Administer emergency response, lost persons, severe weather, CPR/AED, and fire evacuation in accordance with the Monona Terrace Emergency Plan.

Provide for building management during extended hours of operation. Participate in general management functions as may be required.

Perform related work as required.

QUALIFICATIONS

Knowledge, Skills and Abilities:

Thorough knowledge of methods, practices, materials, and equipment used in building operations and custodial work for a facility such as Monona Terrace. Working knowledge of supervisory techniques and practices, including team building, workload allocation, staff scheduling, and equipment and supply allocation, in conjunction with events. Working knowledge of purchasing and inventory control procedures. Thorough knowledge of scheduling considerations related to facility operations. Knowledge of the hospitality industry with a key emphasis on customer service. Knowledge of safety programs, practices, and procedures associated with custodial, event set-up/tear-down, security, and related types of activities. Ability to train, evaluate, and supervise staff, and monitor performance. Ability to project staff, equipment and supply needs and plan, coordinate and schedule accordingly. Ability to establish priorities, plan and coordinate multiple activities of a large and full service operations section. Ability to establish effective working relationships and to communicate effectively and courteously with guests, clients, vendors, staff, and the general public, both orally and in writing. Ability to effectively participate in the development and implementation of related standards, policies and procedures. Ability to read blueprints or layouts of a variety of events. Ability to exercise considerable judgment and discretion. Ability to maintain adequate attendance.

Training and Experience:

Generally, positions in this classification will require:

Two years of related leadership experience in coordinating facility operation activities such as: the set-up/tear-down of conventions, consumer shows, banquet; the coordination of custodial and security services; or the performance of related activities. 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:

Ability to lift 50 pounds occasionally. Ability to walk for extended periods of time.

Department/Division	Comp. Group	Range
Monona Terrace Community and Convention Center	18	04

Approved: _____
Brad Wirtz Date

Human Resources Director