

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Thubden Sangha

Work Phone: 608-261-4029

2. Class Title (i.e. payroll title):

Assistant Operations Manager

3. Working Title (if any):

Customer Service Manager

4. Name & Class of First-Line Supervisor:

Connie Thompson

Work Phone: 608-261-4031

5. Department, Division & Section:

Monona Terrace Operations Department

6. Work Address:

1 John Nolen Drive

7. Hours/Week: 38.75

Start time: 2:00pm End time: 12:30am

8. Date of hire in this position:

11/23/2003

9. From approximately what date has employee performed the work currently assigned:

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10. Position Summary:

This is responsible professional supervisory and operations management work encompassing the areas of security, set-up/tear down, custodial and guest services for the Monona Terrace Community and Convention Center.

The work involves supervising Lead and Operations workers, Security staff, Guest Services staff, custodial staff, contracted Security and Stagehand staff consisting of full-time, permanent part time, hourly, work study, intern and volunteer staff. Related administrative functions include: development and implementation of building standards and policies; purchasing and inventory control; diverse recordkeeping; payroll; and emergency plan administration.

This position is characterized by independent judgment, excellent customer service skills, great attention to detail, coordination of staff, resources and 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 Director of Quality Improvement and Operations.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)
- 20% A. Manage and Supervise the Operations section
 1. Supervise the activities of the fulltime and hourly Operations workers, Security staff, Guest Services, contracted Security staff and Stagehands.
 2. Participate in promotion decisions, and provide training, work review and evaluation.
 3. Develop and oversee the orientation and training of staff. Use specialized computer software to complete daily tasks and communicate with staff.
 4. Evaluate equipment needs and condition. Give recommendations for equipment replacement.
 5. Coordinate the review and testing of various types of products and review recommendations from Lead Workers and Operations Workers.
 6. Review payroll timesheets for fulltime and hourly Operations, Custodial, Security and Guest Service Attendants.

 - 20% B. Plan, Coordinate and Administer All Work Schedules for the Operations Section
 1. Monitor and maintain necessary staffing levels by reviewing daily schedules of all fulltime and hourly Operations, Security, Guest Services, Stagehand and contracted Security staff to ensure proper staffing levels.
 2. Approve and process all time off requests for fulltime and hourly Operations, Security and Guest Services staff.
 3. Work with local IATSE Business Agent for emergency Operations Section staffing needs.

 - 30% C. Plan, Coordinate and Administer all Daily Event Activities for the Operations Section
 1. Administer and monitor the specific daily work plans relating to set up and teardown for each Monona Terrace event in the Operations section. Update work plans with any client requested changes or additions that become known.
 2. Monitor and coordinate Operations and Audio Visual Department work plans to ensure seamless event setup and teardown.
 3. Monitor and coordinate sensitive event details with the Event Services Department staff to ensure scheduling is appropriate to setup and teardown needs in the Operations section.
 4. Consult with Event Services Department to provide labor cost estimates on room resets for in-house events.

 - 10% D. Building Security Responsibilities
 1. Administer event related lock changes as needed.
 4. Assist local and federal law enforcement during the ingress and egress for dignitary visits to Monona Terrace.
 5. Monitor and administer building and event security needs.

 - 10% E. Building Life Safety and Emergency Response Training
 1. Administer emergency response, lost persons, severe weather, CPR/AED, and fire evacuation in accordance with the Monona Terrace Emergency Plan.

 - 10% F. Monitor Standards, Policies and Procedures for the Operations Section
 1. Monitor all public and back of house areas to ensure compliance with ADA, Fire Code, public safety and building standards in cleanliness.
 2. Inspect event room sets to ensure compliance with event plans, ADA, Fire Code, public safety and building standards in cleanliness.
 3. Monitor customer service standards. Insure all employees maintain and deliver a high level of customer service to all clients, guests and visitors. Give recommendations for additional training.

12. Primary knowledge, skills and abilities required:

Thorough knowledge of the methods, practices, materials and equipment used in building operations 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 lead workers. 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 practices. Ability to supervise and/or coordinate the work of subordinate lead workers and staff and other work units. Ability to project staff, equipment, and supplies needs and plan, coordinate, and schedule accordingly. Ability to establish priorities, plan and coordinate the multiple activities of a large and full service operations section at the same time. Ability to train and evaluate lower level lead workers and staff and monitor their performance. Ability to communicate effectively and in a clear and concise manner, both orally and in writing. Ability to 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 read and analyze blueprints or layouts of a variety of events such as shows, meetings, conference and conventions. Ability to maintain adequate attendance.

13. Special tools and equipment required:

14. Required licenses and/or registration:

Ability to meet the transportation needs of the position.

15. Physical requirements:

Ability to lift 50 # occasionally.

16. Supervision received (level and type):

General supervision from the Director of Quality Improvement and Operations

17. Leadership Responsibilities:

This position: is responsible for supervisory activities (Supervisory Analysis Form attached).
 has no leadership responsibility.
 provides general leadership (please provide detail under Function Statement).

18. Employee Acknowledgment:

I prepared this form and believe that it accurately describes my position.
 I have been provided with this description of my assignment by my supervisor.
 Other comments (see attached).

EMPLOYEE

DATE

19. Supervisor Statement:

- I have prepared this form and believe that it accurately describes this position.
- I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
- I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
- I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
- Other comments (see attached).

SUPERVISOR

DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.