

TO: Personnel Board

FROM: Julie Trimbell, Human Resources Analyst

DATE: August 31, 2022

SUBJECT: Assistant Operations Supervisor – Monona Terrace Community & Convention Center

The Human Resources Department received a request from Monona Terrace Director Connie Thompson and Monona Terrace Operations Manager Bryan Cator on March 22, 2022 to study the 1.0 FTE position #3326 of Monona Terrace Assistant Operations Supervisor (CG 18, Range 4), which is currently filled by Rogelio “Roy” Vela. Upon conducting interviews with Bryan and Roy, and reviewing the updated position description and related class specifications, I recommend recreating position #3326 as a Monona Terrace Assistant Operations Manager in CG 18, Range 5 and reallocating the employee to the new position.

Roy was hired with the Monona Terrace Community & Convention Center in 2005 and promoted to the Monona Terrace Assistant Operations Supervisor in 2016. In February 2020, Connie promoted into the Director position and Bryan promoted to the Operations Manager position in April 2020, and as such many responsibilities that Bryan once handled shifted to position #3326. With the drastic financial and operational effects of COVID, work at Monona Terrace changed dramatically. As business begins to normalize, it is appropriate to study this position for proper classification.

The Monona Terrace Assistant Operations Supervisor class spec (CG18, Range 4) describes:

... 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.

Whereas the Monona Terrace Assistant Operations Manager class spec (CG18, Range 5) describes:

... 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 **scheduling**, 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 training; administration of building keys and security access levels; contract 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. [emphasis added]

These two classifications function quite similarly with salary placement one range apart. The responsibilities that differed are now being handled by Roy and the new responsibilities are outlined below:

- Managing hiring processes, including arranging panels, interviewing, scoring, conducting backgrounds and making job offers;
- Onboarding and employee check-in processes;
- Scheduling of hourly and permanent staff, including Custodial, Operations, Command Center Security and Guest Service Attendants;
- Approving leave and work hours/payroll;
- Handling grievances and discipline (this is more recent work);
- Daily, weekly and bi-weekly operational planning and coordination of events;
- Developing new protocols;
- Updating Emergency plans;
- Maintaining AEDs and arranging training;
- Administering security access and perform monitoring activities;
- Serving as a liaison with law enforcement and Secret Service;
- Managing budget items, making recommendations, and monitoring various contracts;
- Managing equipment and supply inventories and purchasing;
- Coordinating LEED efforts related to supplies and recycling/garbage;
- Serving as the liaison with the local IATSE for all labor needs;
- Providing customer service for clients in the absence of other staff members.

As this position has now taken on full responsibilities of the Manager position, it is appropriate to recreate the position, and therefore I recommend recreating position #3326 as a Monona Terrace Assistant Operations Manager in CG 18, Range 5 and reallocating the employee to the new position, all within the Monona Terrace operating budget.

The necessary resolution to implement this recommendation has been drafted.

Editor's Note:

Effective Date: 4/3/2022

Compensation Group/Range	2022 Annual Minimum (Step 1)	2022 Annual Maximum (Step 5)	2022 Annual Maximum +12% longevity
18/4	\$58,084	\$66,981	\$75,019
18/5	\$60,100	\$69,681	\$78,042

cc: Connie Thompson – Monona Terrace Director  
Bryan Cator – Monona Terrace Operations Manager