



Classification Description

OUR VISION:

To be the acknowledged leader in public assembly venue management in the region

OUR MISSION:

To enhance the livability and economic vitality of the metropolitan region through sound stewardship, expert management and creative development of the region's public assembly venues

OUR VALUES:

Respect ~ Excellence ~ Teamwork ~ Innovation ~ Community

Job Title	Assistant Operations Manager-OCC	Bargaining Unit	Non-represented
Functional Job Family	Operations	Classification #	8318
FLSA	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	Salary Grade #	324
Position Status	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	Revision Date	March 2010

Summary:

Supervise and coordinate the work of staff involved in technically specialized work, such as building electrical maintenance and repair, information technology (IT) and telecommunication systems. Assist in the implementation of policies, procedures, programs and services to ensure effective utilization of resources and regulatory compliance.

Reasonable Accommodations:

To perform this job successfully, an individual must be able to perform each essential duty and physical demands satisfactorily with or without a reasonable accommodation.

Essential Functions:

- Supervise, prioritize, assign, and review the work of staff involved in all aspects and areas of electrical maintenance, repair and installation; administration, sales, installation, maintenance and repair of information technology services (IT) and telecommunication services.
- Maintain, research and evaluate lighting control systems, fire alarm system, electrical services, telephone and cell phone services, Wi-Fi, LAN, WAN, CCTV systems, and 2-way radio services; recommend improvements, modifications and purchases.
- Coordinate facility Life/Safety, telecommunications and Internet related services and contracts; prepare and submit requests for proposals.
- Oversee show related sales for Telecom/Internet/Wi-Fi services.
- Maintain records of the facility's locks and keys; document, issue and track keys and locksmith services. Repair and adjust locks.
- Administer all event related key needs and requests
- Supervise and coordinate services specific to facility assignment, such as support to audio-visual department.
- Develop and implement facility inspections and inventory controls to ensure all building repairs and needs are met.



- Collaborate and coordinate projects with clients, promoters, exhibitors, vendors and contractors.
- Coordinate activities with other departments to ensure services are appropriate and performed in an efficient and timely manner.
- Manage department inventory of supplies, materials, and equipment; plan and schedule necessary equipment; ensure all equipment is in good working condition; contract maintenance and repair services of equipment.
- Assist with budget preparation and capital projects for assigned areas.
- Assist in the development and implementation of policies, practices and procedures.
- Ensure that practices, policies and priorities of assigned projects and functions are followed; assist with monitoring and evaluating processes, methods and procedures.
- Ensure work is performed in compliance with codes, ordinances, regulations, and other requirements, including but not limited to, NFPA,
- Leadership in Environmental and Energy Design Certification (LEED), and OSHA.

Secondary Functions:

- Other duties which may be necessary or desirable to support the agency's success.

Supervisory Responsibilities:

This position functions primarily as a first-line supervisor, ensuring that subordinate staff has clear work direction and guidance. The incumbent is responsible to carry out the full spectrum of supervisory responsibilities in accordance with the agency's policies and applicable laws. Responsibilities include hiring and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Education and/or Experience; Certificates, Licenses, and Registrations:

- High School Diploma or GED, and
- A minimum of five (5) years of experience in building management, technical services or maintenance, and
- A minimum of two (3) years of lead or supervisory experience, or
- An equivalent combination of education, experience and training that would provide the knowledge, skills and abilities required for the successful performance of the essential job duties.
- PBX and voice mail certification.
- Current and valid driver's license issued in the state of residence.
- May be required to obtain a current and valid forklift certification.

Necessary Knowledge, Skills and Abilities:

- Knowledge of technical specialties appropriate to the area of assignment, electrical systems and mechanical equipment repair; telecommunication systems design and equipment installation and repair; fire alarm systems, CCTV, and audiovisual equipment.
- Knowledge of computer network design, hardware installation and maintenance, as appropriate to area of assignment.
- Knowledge of telecommunications equipment, telephone systems and audiovisual equipment.
- Knowledge and experience with CMMS
- Knowledge of general locksmith duties
- Knowledge of pertinent Federal, State and local laws, codes and regulations that affect and impact work.
- Skill in the use of various hand and power tools used in assigned technical area.



- Ability to interpret and apply administrative and departmental policies and procedures, facility operational procedures and union agreements.
- Ability to use Windows based computer systems
- Ability to use good judgment and make sound decisions in a fast-paced environment.
- Ability to analyze information and use logic to resolve issues and problems.
- Ability to read and interpret schematics, drawings and blue prints.
- Ability to manage staff and resources in an effective and efficient manner.
- Ability to effectively guide, direct and motivate staff.
- Ability to establish and maintain cooperative working relationships with all persons contacted in the course of work.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to prioritize and multi-task; must be organized and flexible to change course of work/projects as circumstances dictate.
- Ability to work effectively with information management systems, and adapt quickly to system changes and updates.
- Ability to work nights, weekends and holidays.

Physical Demands / Work Environment:

- Frequently required to read computer screen or other monitors; see and/or respond to visual cues; hear and/or respond to verbal/audio cues; stand and/or walk for extended periods of time; perform repetitive motions of hands and wrist; reach with hands and arms; twist and/or bend; climb, stoop, kneel, crouch or crawl; lift, push, pull and/or carry objects up to 10 pounds; work near or around electricity.
- Occasionally required to lift, push, pull and/or carry objects up to 50 pounds; work near or around mechanical moving parts; exposed to fumes or airborne particles; outdoor weather conditions; toxic or caustic chemicals.
- Rarely required to sit for extended periods of time; exposed to extreme cold and/or heat.

“MERC believes that each employee makes a significant contribution to our overall success. That contribution should not be limited by the assigned responsibilities. Therefore, this Classification Description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent or MERC, to just the specific work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of our endeavors.”

APPROVED:

_____	_____
MERC General Manager	Date
_____	_____
MERC Human Resources Manager	Date