

METROPOLITAN EXPOSITION-RECREATION COMMISSION

RESOLUTION NO. 94-69

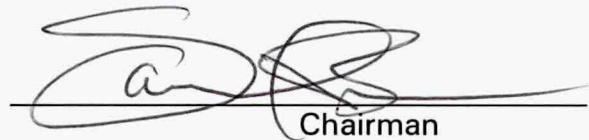
Approving the creation of two new positions in the OCC Operations Department and authorizing the MERC Chairman to meet with MERC Staff and Metro Personnel to recommend salary levels, position titles and any 1995-96 budget adjustments due to the new positions and forward those recommendations to the entire Commission

The Metropolitan Exposition-Recreation Commission finds:

1. That the current levels of management of the Oregon Convention Center Operations Department are not adequate to handle the work load due to the increased event schedule, necessary maintenance of the facility and increased size of the Department.
2. That funds are available to make these additions to the staff levels of the Oregon Convention Center.
3. That the Commission has the authority to create new positions as it deems necessary to carry out the day-to-day operations of its facilities.

BE IT THEREFORE RESOLVED that the Metropolitan Exposition-Recreation Commission approves the creation of two new management positions in the Operations Department of the Oregon Convention Center and authorizes the MERC Chairman to meet with MERC Staff and Metro Personnel to recommend salary levels, position titles and any 1995-96 budget adjustments due to the new positions. The recommendations will be forwarded to the entire MERC Commission.

Passed by the Commission November 10, 1994


Chairman

Approved As To Form:
Daniel B. Cooper, General Counsel


Secretary-Treasurer

By: 
Mark B. Williams
Sr. Assistant Counsel

JOB TITLE: OCC Assistant Operations Manager-Utilities & Mechanical

REPORTING RELATIONSHIP: Operations Manager

Department: Operations Wage Category: 700 Regular Full-time

Desc.Source: Nancy Meyer, Jeff Blosser, Bob Spier

Verified By:

Date Analyzed: October, 1994

Date Verified:

EEO/AAP Category: 8857

No. of Positions: 1

JOB SUMMARY:

Under the direction of the Operations Manager, is responsible for the maintenance and operation of all building equipment, HVAC and Utility Show Services for the Oregon Convention Center. Plans and coordinates the work of subordinate personnel responsible for the maintenance of and logistical support for the building, utility services and the operation of the physical plant and related equipment. Works with architects, engineers and contractors on facility maintenance, logistics of building and new construction.

JOB DUTIES AND RESPONSIBILITIES (including but not limited to):

- (1) Schedules, supervises, evaluates, hires and trains operational personnel.
- (2) Responsible for the direction of repairs and maintenance of all fixed and portable material and equipment on the grounds and in the building, to assure good working order.
- (3) Assists in overseeing contracted maintenance and construction.
- (4) Initiates purchases of maintenance supplies as needed to retain sufficient stock for day-to-day and long-term use.
- (5) Responsible for implementation of procedures, policies, administrative assignments, as required.

- (6) Supervise and participate in the set-up and clean-up of events.

Complete and verify time cards for crew members.

Manage the work of supervisors monitor utility leads and temporary labor crews while on shift; provide advice and assistance.

- (7) Provide ongoing inspection of buildings and grounds; identify maintenance deficiencies; and initiate corrective measure.
Maintain storage areas, supplies, and equipment as necessary; complete purchase orders for supplies and tools. Perform related duties and responsibilities as required.
- (8) Closely monitors all material on a day to day basis as to logistical location in relation to future events. Sets assignments to take care of any irregularities.
- (9) Assures that proper safety procedures are followed by all personnel.
- (10) May perform other related tasks as assigned.
- (11) Track equipment and maintenance costs.

JOB REQUIREMENTS:

- (1) Ability to apply basic principles and techniques of supervision:
 - (a) Knowledge of principles and techniques of supervision.
 - (b) Ability to plan and organize the activities of labor crews.
 - (c) Ability to get ideas accepted and to guide a group or individuals to successfully accomplish a task.
 - (d) Ability to train and evaluate staff.
- (2) Ability to express ideas clearly and concisely both in written and oral communications.
- (3) Knowledge of current CPR procedures.
- (4) Ability to deal effectively and successfully with sometimes stressful and difficult situations.
- (5) Ability to decipher floor plan drawings of set-ups.
- (6) Ability to make decisions quickly and accurately.

- (7) Mechanical knowledge of forklifts, scrub machines, and other equipment involved with set-up and clean-up functions.
- (8) Ability to work effectively with co-workers and employers.
- (9) Work shifts as necessary.
- (10) Knowledge of budget practices.
- (11) Knowledge of MERC Personnel Policies.
- (12) Knowledge of PC's and other related equipment and software.
- (13) Ability to work within the scope of union contract and established work rules.

MINIMUM QUALIFICATIONS:

Minimum of five years experience performing set-up and cleaning duties in a large public facility. Two year' supervisory or crew foreman experience is required, preferably with a janitorial or maintenance background. Must be able to physically perform any task pertaining to the successful completion of any set-up and clean-up. Must have a valid Oregon State driver's license. Must be willing to work all hours. Willingness to be CPR certified mandatory.

JOB TITLE: OCC Assistant Operations Manager-Set-up & Maintenance

REPORTING RELATIONSHIP: Operations Manager

Department: Operations Wage Category: 525 Regular

Desc.Source: Bob Spier Verified By:

Date Analyzed: October, 1994 Date Verified:

EEO/AAP Category: 8865 No. of Positions: 1

JOB SUMMARY:

Under the direction of the Operations Manager, act as Line Supervisor responsible for setting, removing and cleaning of all events and the completion of other maintenance and auxiliary tasks as assigned. Direct supervision and use of the regular and temporary crew.

JOB DUTIES AND RESPONSIBILITIES(including but not limited to):

- (1) Assist in the establishment of schedules and methods for the set-up of the facility for scheduled events; meet with promoters, technical directors and tenant groups; implement policies and procedures.
- (2) Plan, prioritize, assign, supervise and reviews, the work of maintenance staff involved in event set-up and clean-up operations.
- (3) Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
- (4) Monitors supplies, material, equipment and other inventory to assure adequate stock or function thereof and reports any deficiencies.
- (5) Monitors effectiveness of supervisors, set-up and clean-up crews, techniques used for task completion and proper function of same and keeps Operations Manager abreast of any and all irregularities relating to them.

- (6) Works closely with Event Managers, supervisors and crew in facility set-up, tear-down and housekeeping related events.
- (7) Supervises the Engineering, Electrical and Utility Maintenance sections with regard to building, equipment and material maintenance and performs duties of Lead, Operating Engineer or Electrician as required.
- (8) Designs and or constructs minor changes in offices, work rooms and other building areas as necessary.
- (9) Assists with mechanical and electrical requirements for construction and service/repair.
- (10) Responsible for the formulation and administration of a preventative maintenance program to assure proper maintenance of buildings utility services and equipment.
- (11) Responsible for monitoring and completion of all maintenance oriented service work requests.
- (12) Responsible for implementing & compliance of State. County & City Codes.
- (13) Initiates purchases for related Operations expenditures.
- (14) Responsible for developing and implementing a hazard communication program and maintaining material safety data sheets.
- (15) Responsible for fire safety equipment inspections and operation.
- (16) Performs routine inspection of facilities, grounds and equipment to insure that proper state of maintenance is accomplished.
- (17) Other duties as assigned.

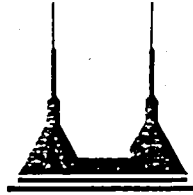
JOB REQUIREMENTS:

- (1) Knowledgeable in the operation and maintenance of low pressure boilers and centrifugal chillers.
- (2) Skilled in gas and electric welding.
- (3) Mechanical ability to rebuild pumps, fans, and gas and electric motor-driven equipment as used by the facilities.
- (4) Knowledge of budgeting process & developing capital expenditure goals.
- (5) Knowledge of electrical, mechanical and pneumatic controls and basic understanding of computer controls is preferable.

- (6) Knowledge of maintenance and repair of plumbing fixtures.
- (7) Skill in understanding, following and conveying written and oral instructions.
- (8) Skill in establishing and maintaining effective working relationships with fellow employees, contractors and the public.
- (9) Ability to work independently, with other engineers, employees and the general public
- (10) Working knowledge of basic carpentry.
- (11) Advanced mechanical knowledge.
- (12) General knowledge of building an grounds maintenance.
- (13) Ability to interpret architectural drawings and blueprints.
- (14) Knowledge of MERC Policies
- (15) Knowledge of PC's and other related equipment and software.
- (16) Ability to work within the scope of union contracts and established work rules.

MINIMUM QUALIFICATIONS:

High school diploma or GED. Minimum of six years experience in maintenance, engineering an repair of buildings and grounds in a large facility. At least four years supervisory experience. Limited supervisor manufacturing plant electrical license preferred. Must have a valid Oregon State driver's license. Will be expected to work evenings, weekends and holidays. Willingness to be CPR certified mandatory.

OREGON CONVENTION CENTER
METRO ER COMMISSION

October 17, 1994

MEMORANDUM

TO: Pat LaCrosse

FROM: Jeffrey A. Blosser *JAB*

RE: Restructuring of the Operations Department Management

Pat, given the event schedule, customer service needs, setup/tear down needs and facility maintenance requirements, it has become necessary to restructure the supervisory aspects of the Operations Department. Currently, Bob Spier, Operations Manager, oversees a staff of 51. All are unions, with direct supervision of only the day and swing shift setup crews. Leads are in positions in the Engineering Department, Electrical Department and Utility Department, but cannot perform any disciplinary or supervisory activities, per union agreements.

Given the need to plan, schedule, purchase, do payroll, process personnel actions and supervise crews, the current situation is not adequate to maximize staff time and provide the necessary labor to maintain the event requirements and proper building maintenance.

I project the following actions to alleviate this potential trouble spot and to enhance operations throughout the facility. I would like to create three new positions and they are as follows:

- 1 Assistant Operations Manager - Technical Services
- 1 Assistant Operations Manager - Setup and Maintenance
- 1 Setup Supervisor

The Assistant Operations Manager - Technical Services will be responsible for the management of the Engineering Department, Electrical Department, Telephone Coordinator, Utility Services to Exhibitors, Service Desk Operations, Utility Maintenance and possibly the Audio Visual Department. This position will plan for maintenance, schedule for events, manage the different elements of these services and report to Bob Spier.

*Paula
Paris
R/I
JAB*

The Assistant Operations Manager - Setup and Maintenance will be responsible for the 4 Setup Supervisors - scheduling of them and the Utility Leads, Utility II's and Utility I's, 27 in all, as well as the 2 Utility Grounds staff. This action will allow Supervisors more time on the floor and with their crews which will increase shift productivity, enhance customer service through better reactions to requests, and cut down on overtime and part time labor costs. This will also give the department more overall planning, direction and management of this 24-hour-a-day operation. This position will report to Bob Spier.

Setup Supervisor We intent to add an additional setup supervisor to have all shifts covered with management supervisor. Currently the graveyard crew is not supervised by a management staff person. We feel this action is very necessary to compliment the two changes above and take control of all aspects of back-of-the-house operations. This would create 4 Setup Supervisors in Operations.

Each of the two management positions would have 4-6 people reporting to them and the two Assistants would report to Bob Spier. This costs for such changes would be as follows:

- Assistant Operations Manager - Technical Services
1,044 hrs. @ \$19.81 (Range 49, Step 4) = \$20,682
- Assistant Operations Manager - Setup/Maintenance
1,044 hrs. @ \$18.40 (Range 46, Step 4) = \$19,210
- Setup Supervisors
1,044 hrs. @ \$13.72 (Range 40, Step 1) = \$14,324

There would also be a need to transfer a secretary position from GA to Operations to help with Service Desk, payroll, purchasing and daily clerical needs for the two positions and the 4 Supervisors. This is already budgeted and would not affect the overall costs.

Total Costs would be:	\$54,216
Fringe:	<u>\$20,602</u>
Total Costs:	\$74,818

Savings would be generated from part time labor and overtime. The 1994-95 budget has \$106,242 in part time and \$25,425 in overtime. We anticipate a savings of 45% in part time and a 20% savings in overtime to offset these new costs. These savings would total \$47,572 which would be a cost of just over \$30,000 this fiscal year to implement the changes.

Pat LaCrosse
October 17, 1994
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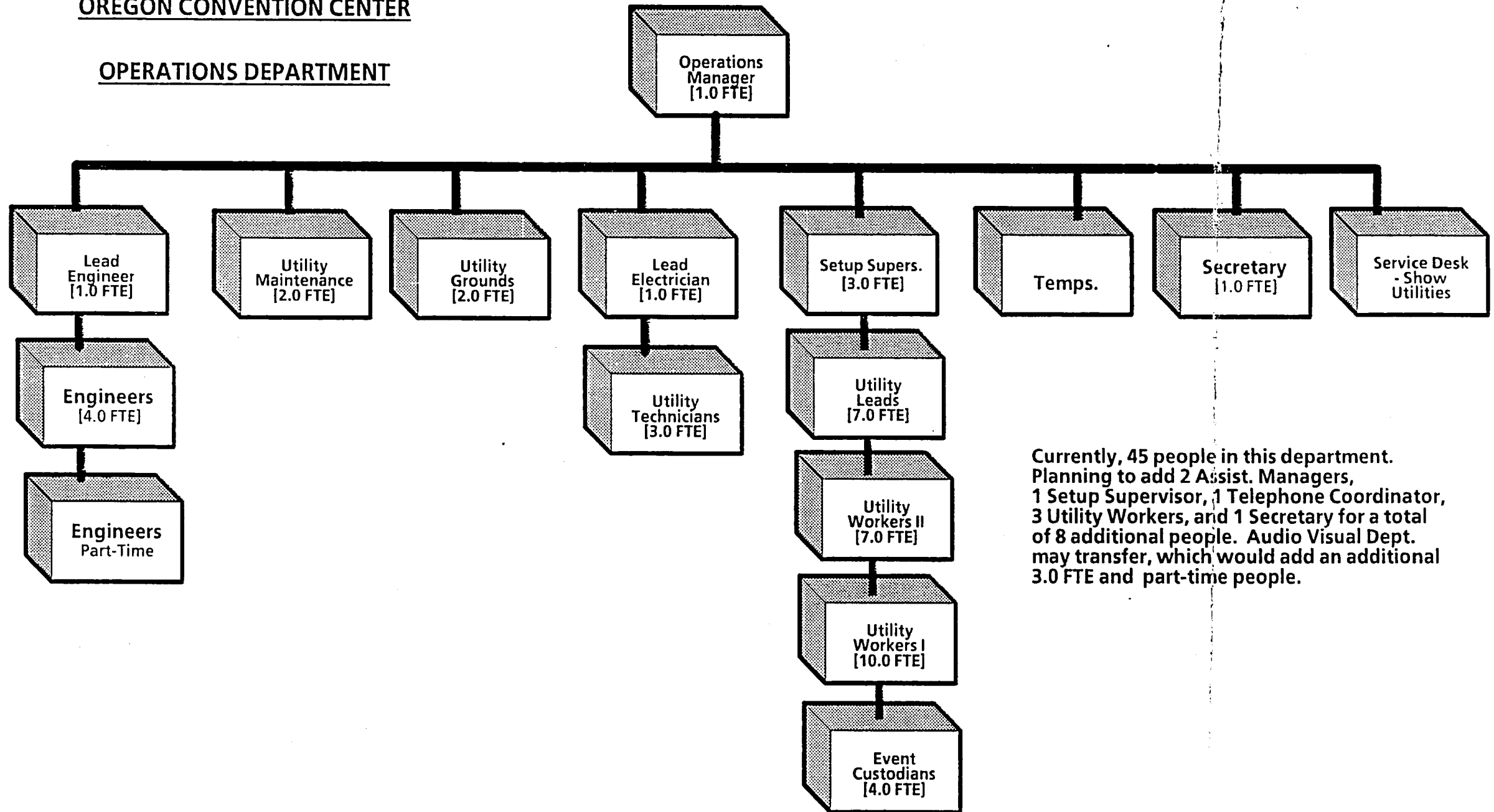
Pat, I would like to make these changes effective January 1, 1995, with the positions filled by that date. Bob Spier and I are working on job descriptions and duties and should have them completed by the end of October. If this meets with your approval, I would then take this issue to the Commission for approval in November, with recruitment to commence after Commission approval. I have briefly discussed this with Paula in Personnel and if approved by you, would schedule a meeting to establish ranges, job descriptions and responsibilities for these new positions. It is anticipated that all positions would be filled from internal recruitment which should enhance the Affirmative Action effort as well as provide excellent management and supervisory needs.

Please feel free to call me with questions and I would like to review this with you next week.

cc: Bob Spier

OREGON CONVENTION CENTER

OPERATIONS DEPARTMENT



Currently, 45 people in this department. Planning to add 2 Assist. Managers, 1 Setup Supervisor, 1 Telephone Coordinator, 3 Utility Workers, and 1 Secretary for a total of 8 additional people. Audio Visual Dept. may transfer, which would add an additional 3.0 FTE and part-time people.

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