

**Metropolitan Exposition-Recreation Commission
Resolution No. 96-60**

Approving the creation in the MERC Pay Plan of the new classification Assistant Ticket Services Manager at the Portland Center for the Performing Arts (PCPA)/MERC; approving filling the position by December 1996. Authorizing funding for the new Assistant Ticket Services Manager Position through the elimination of one Ticket Services Supervisor position.

The Metropolitan Exposition Recreation Commission finds:

- 1. That the Ticket Services Department at PCPA requires restructuring to handle the steep increase in the number of performance events and the growth of full-week and extended run engagements, which translate into a much greater volume of sales and more complex accounting and auditing for shows. Some of these shows have gross sales in excess of \$1 million per week.**
- 2. That the Ticket Services Department requires an Assistant Ticket Services Manager to handle this heavy workload and provide essential management oversight for multiple box office locations and sales outlets, accounting, and customer relations.**
- 3. That the establishment of the Assistant Ticket Services Manager will bring the Ticket Services Department into line with the Operations and Event Services Departments at PCPA, both of which have Assistant Manager positions.**
- 4. That the Metropolitan Exposition-Recreation Commission has the authority to create new staff positions in response to operational needs.**
- 5. That the new Assistant Ticket Services Manager position will be funded through the elimination of one Ticket Services Supervisor position.**
- 6. That the PCPA budget for 1996-97 is sufficient to fund the new salary range of the position after the elimination of the Ticket Services Supervisor position, the net fiscal impact being \$ 4,748.**
- 7. That Metro Human Resources has reviewed and agreed with the creation of the new Assistant Ticket Services Manager position at salary range 44 step 3, and with the elimination of one Ticket Services Supervisor position.**

BE IT THEREFORE RESOLVED that the Metropolitan Exposition-Recreation Commission approves the creation in the MERC Pay Plan of the new classification Assistant Ticket Services Manager at the Portland Center for the Performing Arts (PCPA)/MERC; approves filling the position by December 1996; and authorizes funding for the new Assistant Ticket Services Manager Position through the elimination of one Ticket Services Supervisor position.

Passed by the Commission on November 13, 1996.



Chairman



Secretary-Treasurer

Approved as to Form:
Daniel B. Cooper, General Counsel

By: 

Mark B. Williams, Sr. Assistant Counsel

MERC STAFF REPORT

Agenda Item/Issue: Agenda item no. III.C.1., approving the creation in the MERC pay plan of the new classification Assistant Ticket Services Manager at the Portland Center for the Performing Arts/MERC. Approving filling the new Assistant Ticket Services Manager by December 1996, with the initial pay level set at range 44 step 3. Approving funding for this new position through the elimination of one vacant Ticket Service Supervisor position.

Resolution No.: 96-60

Date: November 13, 1996

Presented by: Harriet Sherburne

Background Analysis:

The present Ticket Services Department structure for full time positions consists of the Ticket Services Manager and 5 (five) Ticket Services Supervisors. These positions oversee a large number of part-time personnel (Ticket Sellers and Supervisors) and support ticket sales for approximately 1,000 events per year.

The impact of the steep increase in number of events has been magnified as more full-week and extended run (5 week) engagements are booked at Civic Auditorium and occasionally at Arlene Schnitzer Concert Hall. Each performance involves 3,000 tickets with complex accounting and auditing for shows which may have gross sales approaching \$1 million per week. In 1995, in order to provide staff resources to handle the heavy load of performance events, action was taken to increase the number of Ticket Service Supervisors from 4 to 5 positions.

Experience now indicates that restructuring the department is necessary in order to effectively manage the high volume of ticket sales, accounting, and customer relations. This restructuring will entail the creation of a new position, Assistant Ticket Services Manager, and the elimination of one Ticket Service Supervisor Position. The Assistant Ticket Service Manager position is critically needed to provide the management oversight for multiple box office locations and multiple sales outlets on nearly 365 days per year.

This change will bring the Ticket Services Department into line with the Operations and Event Services Departments at PCPA, both of which have Assistant Manager positions. The new Assistant Ticket Services Manager classification will be established in the same pay range (44) as the Assistant Event Services Manager, and has similar duties and responsibilities.

Due to current turnover in the Department it is highly recommended that this reorganization be implemented as soon as possible, and that the new Assistant Ticket Services Manager position be filled by December 1996.

Fiscal Impact:

The new Assistant Ticket Services Manager position will be funded through the elimination of one Ticket Service Supervisor position. The initial salary will be range 44, step 3. The net fiscal impact for 1996-97 after the elimination of the position will be \$4,748. The net fiscal impact for 1997-98 will be \$8,369. As a result of position vacancies experienced to date, there are adequate Personal Services appropriations to cover the fiscal impact for fiscal year 1996-97.

Recommendation:

Staff recommends that the Metropolitan Exposition-Recreation Commission approve the creation in the MERC Pay Plan of the new classification Assistant Ticket Services Manager within pay range 44, at the Portland Center for the Performing Arts (PCPA)/MERC; approve filling the position by December 1996; and authorize funding for the new Assistant Ticket Services Manager Position through the elimination of one Ticket Services Supervisor position.