

**METROPOLITAN EXPOSITION RECREATION COMMISSION**

**Resolution No. 2000-13**

Approving a new personnel classification of Ticketing/Parking Services Manager.

The Metropolitan Exposition Recreation Commission finds:

1. The Commission has the authority to create new positions necessary to manage and administer the operations of its facilities.
2. The Commission does not currently have a position classification with the duties and responsibilities of the Ticketing/Parking Services Manager in the operation of the Oregon Convention Center.
3. Metro Human Resources has appropriately classified this position of Ticketing/Parking Services Manager at a salary range 55, \$46,395-\$59,195.
4. That the current OCC FY 1999-00 budget is sufficient to encompass the pay range for the Ticketing/Parking Services Manager position at salary range 55.


BE IT THEREFORE RESOLVED, that the Metropolitan Exposition Recreation Commission approves the new classification of Ticketing/Parking Services Manager, per the attached Job Description, Exhibit A, effective on approval of the Commission.

Passed by the Commission on April 19, 2000

  
\_\_\_\_\_  
Chair

  
\_\_\_\_\_  
Secretary-Treasurer

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

  
\_\_\_\_\_  
By: Kathleen Pool, Sr. Assist. Counsel

## MERC STAFF REPORT

**Agenda Item:** Approval of new Job Classification of Ticketing/Parking Services Manager Position

**Date:** April 12, 2000

**Presented by:** Jeffrey A. Blosser

### **Background Analysis:**

The Oregon Convention Center will be changing the operation of its ticketing services and parking management services with a new ticketing system and parking structure. With this in mind, it is imperative that we have management in place to handle these changes and then be able to effectively and efficiently operate and manage these important revenue services.

The duties assigned to this position warrant a new classification title and salary range. The proposed new classification is Ticketing/Parking Services Manager and the recommended salary range is 055. This new classification and the defined job duties have been reviewed and approved by the General Manager and Human Resources in Metro.

### **Fiscal Impact:**

Salary Range 055 is currently 5% above the Ticket Services Manager position. In consideration of the amount and scope of the additional duties, Human Resources recommends that this position have the same range as Ticket Manager II/Events Manager, effective upon Commission approval of the resolution. The impact of this salary adjustment in the FY 99-00 budget is less than \$1,000, if filled this year, and there are sufficient funds in the FY 99-00 budget to cover this amount.

### **Recommendation:**

Staff recommends that the Metropolitan Exposition Recreation Commission approve the creation of the Ticketing/Parking Services Manager position to handle the responsibilities of the Oregon Convention Center's new parking structure and ticketing system.

**Metropolitan Exposition-Recreation Commission**

<b>Job Code:</b>		<b>Established: 3/00</b>
<b>Title:</b>	<b>Ticketing/Parking Services Manager</b>	<b>Revised:</b>
<b>Range:</b>	<b>055</b>	<b>EEO: Administrative</b>
<b>Bargaining Unit:</b>	<b>Non-represented</b>	<b>AA:</b>
<b>FLSA:</b>	<b>Exempt</b>	

**GENERAL STATEMENT OF DUTIES:**

Under limited direction, manages all activities and operations of the MERC facility ticket sales and parking services to ensure economical and efficient operation and compliance with state and local laws and regulations, budget and accounting polices and procedures; applying judgement in interpreting these guidelines and applying them in specific situations.

**SUPERVISION RECEIVED:**

Supervision is received from Facility Director

**SUPERVISION EXERCISED:**

Supervises regular full and part time ticket and parking services personnel and temporary personnel as events dictate.

**EXAMPLES OF ESSENTIAL DUTIES:**

An employee in this classification may perform any of the following duties. However, these examples do not include all of the specific tasks which an employee in this classification may be expected to perform.

- Participate in the development and implementation of goals, objectives, policies and priorities for ticket and parking services activities; identify resource needs; recommend and implement policies and procedures.

## **Ticketing/Parking Services Manager**

**Job Code:**

**Page 2**

- Plan, manage, coordinate and review the work plan for providing ticket sales and parking services; meet with staff to identify and resolve problems; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.
- Determine and implement rate policies for parking operations; design rate policies intended to encourage high occupancy vehicle patronage while maximizing revenue generation; analyze operations and recommend policy and procedural changes to increase operating efficiency.
- Establish, revise and oversee revenue audit programs in compliance with state and local laws and regulations and budget and accounting policies and procedures; establish, revise and oversee revenue audit programs to safeguard ticket and parking revenues.
- Oversee handling of cash and credit card transactions; responsible for checkout procedures, auditing and closing of ticket sales and booths.
- Develop, coordinate, prepare, submit, manage and monitor the annual budget for ticket and parking services.
- Advise event promoters regarding ticket sales, presale arrangements, house scaling, policies and procedures, and the settlement process.
- Coordinate with other MERC facilities, agencies, the community and clients to determine parking requirements, addressing concerns regarding parking and traffic impact; serve as liaison with outside promoters, the public, and other MetroERC departments and divisions; respond to inquiries and complaints.
- Plan, coordinate, manage and supervise outside contract services when needed.
- Monitor field operations, performing daily inspection of parking facilities to evaluate operational effectiveness, maintenance, security and general appearance standards; research and coordinate necessary building repairs with outside contractors and/or MERC employees.
- Compile reports as needed and oversee the maintenance of all operating records; using various types of computer hardware and software, download ticket and parking databases and access information; perform meter audits and generate audit reports; conduct rate analysis; prepare and deliver oral and written communications on all activities as requested.
- Select, train, motivate and evaluate assigned ticket and parking services personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.

## **Ticketing/Parking Services Manager**

**Job Code:**

**Page 3**

### **RECRUITING REQUIREMENTS** **KNOWLEDGE, SKILL, ABILITY:**

- Knowledge of appropriate laws, rules, processes, policies and procedures related to the operation and control of a modern ticket center.
- Knowledge of appropriate laws, rules, processes, policies and procedures related to the operation and control of parking facilities.
- Knowledge of principles and practices of accounting including budgeting, auditing and reporting.
- Knowledge of principles of supervision, training and performance evaluation.
- Skill in applying and explaining laws, rules, policies and procedures related to ticket sales and parking enforcement.
- Skill in communicating with the public, gathering and exchanging information, and interacting with tact and firmness while maintaining composure under adverse conditions.
- Skill in operating a computer terminal to enter, update, correct, retrieve, audit and report information.
- Ability to manage and supervise the work of staff and contracted employees.
- Ability to organize and maintain work schedules.
- Ability to work independently in the absence of supervision.
- Ability to interpret and explain ticket and parking policies and procedures.
- Ability to research, analyze and evaluate new service delivery methods, procedures and techniques.
- Ability to negotiate and implement contracts for services when necessary.
- Ability to communicate clearly and concisely, both orally and in writing, with a variety of individuals both inside and outside the organization including law enforcement personnel and elected officials.
- Ability to prepare clear and concise administrative and technical reports using a variety of computer databases, spreadsheets, etc.
- Ability to respond quickly to emergencies.
- Ability to stand and walk for long periods of time.
- Ability to operate a motor vehicle and bicycle.
- Ability to work outdoors in all types of weather.
- Ability to stoop, crawl, push, pull and lift objects weighing fifty pounds or more.

**Ticketing/Parking Services Manager**

**Job Code:**

**Page 4**

**EXPERIENCE AND TRAINING:**

A Bachelor's Degree in Business, Accounting or related field with four years of increasingly responsible experience managing ticket and/or parking services for a major stadium, arena, convention center or performing arts facility including at least two years of supervisory responsibility; or any combination of experience and training which provides the knowledge, skill, and ability required for successful performance of the essential job duties.

**ADDITIONAL REQUIREMENTS:**

Must be bonded. Must possess or be able to obtain a valid driver's license. Must possess or be able to obtain certification in the performance of Cardio-pulmonary resuscitation.