



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	Admissions Staffing Manager	Bargaining Unit	Non-represented
Functional Job Family	Events	Classification #	8370
FLSA	<input checked="" type="checkbox"/> Exempt – Executive/Supervisory <input type="checkbox"/> Non-Exempt	Pay Range #	322
Position Status	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	Revision Date	May 2007

CLASSIFICATION DESCRIPTION

Supervise and coordinate the activities of admissions staff members who provide customer service during events. Determine staffing needs and assign work schedules.

DUTIES AND RESPONSIBILITIES

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.

1. Supervises and coordinates admission services staff; sets performance standards and expectations; monitors event staff success.
2. Establishes monthly schedules; assigns scheduled shifts to part-time events admissions staff; and ensures adequate staffing levels; fills event staff cancellations, contacts and notifies of schedule changes, cancellations or additions; reviews and reconciles payroll records.
3. Ensures staff is adequately trained; develops training delivery systems; reviews for efficiency and effectiveness.
4. Prepares monthly labor requests in accordance with administrative policies and labor contract.
5. Assists in implementing department plans; monitors and evaluates processes, methods and procedures; documents and prepares reports.
6. Meets with staff to identify and resolve issues and correct deficiencies; implements and monitors employee work improvement plans.
7. Maintains event-related records and files; produces regular reports.
8. Maintains inventory of uniforms, equipment and supplies; approves and routes invoices.



Secondary Functions

1. Reconciles and approves department paperwork, such as payroll time sheets and invoice statements.
2. Writes monthly newsletter.
3. Participates in contract negotiations.
4. 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 members have 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:

- Associate's degree in business administration, performance arts marketing, or a related field, and
- A minimum of three (3) years of experience in supervising customer service or public contact staff, 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 may be considered.

KNOWLEDGE, SKILLS AND ABILITIES

- Operations, services and activities of a performing arts facility or related facility
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs
- Plan, implement and coordinate projects
- Strong organizational skills with the ability to effectively coordinate the work of others
- Prioritize and multi-task; must be organized and flexible to change course of work/projects as circumstances dictate
- Work effectively with information management systems, and adapt quickly to system changes and updates
- Communicate clearly and concisely, both orally and in writing
- Analyze information and use logic to resolve issues and problems
- Focus and maintain a calm demeanor in a high-paced environment
- Interact effectively with diverse groups of promoters, clients, and the public and remain calm, professional, and polite even while dealing with rudeness from others



- Establish and maintain effective, cooperative working relationships with those contacted in the course of work
- Manage complex, multi-shift, multi-venue scheduling for a large group of employees
- Work various shifts including evenings, weekends and holidays

Physical Demands / Work Environment:

- Majority of work is completed in a general office environment with exposure to moderate levels of noise in a well-lit, well-ventilated and moderately paced environment
- Continuously required to read a computer screen; hear and/or respond to verbal/audio cues; sit for extended periods of time
- Frequently required to stand and/or walk for extended periods of time; perform repetitive motions of hands and wrists
- Occasionally work near or around vibration
- Rarely required reach with hands and arms; stoop, keel, crouch or crawl; twist and/or bend; push, pull, and/or carry objects up to 25 pounds; exposed to outdoor weather conditions

“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