



**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*

<b>Job Title</b>	Operations Manager – Housekeeping & Setup	<b>Bargaining Unit</b>	Non-represented
<b>Functional Job Family</b>	Operations	<b>Classification #</b>	8162
<b>FLSA</b>	<input checked="" type="checkbox"/> Exempt – Executive/Supervisory <input type="checkbox"/> Non-Exempt	<b>Salary Grade #</b>	324
<b>Position Status</b>	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	<b>Revision Date</b>	May 2007

**Classification Description:**

Manage, supervise and coordinate the daily operations of custodial services and event setup and teardown. Develop and implement appropriate policies, programs and services to ensure effective utilization of resources and regulatory compliance. Serve as member of management team.

**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. Manages, supervises and coordinates the activities of staff involved in custodial services, and event setup and teardown to ensure effective and efficient use of resources.
2. Participates in the development of goals and objectives, policies and priorities of assigned programs and functions.
3. Implements work plans; monitors and evaluates processes, methods and procedures; documents and prepares reports.
4. Coordinates and manages projects with vendors, contractors and consultants; obtains bids and quotes; negotiates contracts.
5. Coordinates activities with other departments to ensure services are appropriate and performed in an efficient and timely manner.
6. Prepares and manages department budget.
7. Ensures work is performed in compliance with codes, ordinances, regulations, and other requirements, including but not limited to, Leadership in Environmental and Energy Design Certification (LEED), and OSHA.

**Secondary Functions:**

1. Inspects building for event readiness.
2. Reconciles department paperwork, such as payroll time sheets and credit card statements.
3. Monitors and tracks all building recycling and sustainable programs.
4. Other duties which may be necessary or desirable to support the agency's success.

**Supervisory Responsibilities:**

This position achieves success through subordinate supervisors, by ensuring they have the necessary leadership and tools to achieve success. The incumbent is responsible to carry out the full spectrum of management responsibilities in accordance with the agency's policies and applicable laws, and ensure subordinate supervisors also carry out supervisory duties appropriately. 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, or a related field, and
- A minimum of six (6) years of experience in housekeeping/custodial services, and
- A minimum of three (3) years of supervisory/management 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

**Knowledge, Skills and Abilities:**

- Pertinent Federal, State and local laws, codes and regulations that affect and impact the department
- Housekeeping/custodial services, including use of cleaning and maintenance equipment and supplies
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs
- Work effectively with information management systems, and adapt quickly to system changes and updates
- Analyze information and use logic to resolve issues and problems
- Manage staff and resources in an effective and efficient manner
- Establish and maintain cooperative working relationships with all persons contacted in the course of work
- Communicate clearly and concisely, both orally and in writing
- Prioritize and multi-task; must be organized and flexible to change course of work/projects as circumstances dictate
- Work nights, weekends and holidays



**Physical Demands / Work Environment:**

- Continuously required to hear and/or respond to verbal/audio cues; see and/or respond to visual cues.
- Frequently required to read computer screen; lift, push, pull and/or carry objects up to 10 pounds; perform repetitive motions of hands and wrist; exposed to outdoor weather conditions; blood or other human bodily fluids; toxic or caustic chemicals; fumes or airborne particles.
- Occasionally required to stand and/or walk for extended periods of time; sit for extended periods of time; lift, push, pull and/or carry objects up to 25 pounds.
- Rarely required to climb, stoop, kneel, crouch or crawl; twist and/or bend; reach with hands and arms; smell and/or taste; lift, push, pull and/or carry objects more than 100 pounds; work near or around electricity.

*“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