



**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 - OCC	<b>Bargaining Unit</b>	Non-represented
<b>Functional Job Family</b>	Operations	<b>Classification #</b>	8163
<b>FLSA</b>	<input checked="" type="checkbox"/> Exempt – Executive/Supervisory <input type="checkbox"/> Non-Exempt	<b>Salary Grade #</b>	325
<b>Position Status</b>	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	<b>Revision Date</b>	August 28, 2014

**Classification Description:**

Manage, supervise and coordinate the daily operations of building and technology services, including building engineers, electricians, information technology (IT), maintenance and grounds, telecommunication services, and exhibitor services. Develop and implement appropriate policies, programs and services to ensure effective utilization of resources and regulatory compliance. Serve as member of the management team.

Positions in this classification include:

**Facilities Management:**

In addition to the classification essential functions, specific Facilities Management duties include management and supervision of building services such as HVAC, building maintenance and grounds, building construction, and tenant improvement projects.

**Technical Services:**

In addition to the classification essential functions, specific Technical Services duties include management and supervision of technical services such as electrical, telecom, Internet, WiFi and event utility service sales. Participate and oversee event related sales, including development of complex quotes for sales and events staff.

**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 assigned staff, including recruitment, hiring, discipline and termination; evaluates and writes performance appraisals.



2. Oversees, researches and evaluates assigned systems; recommends improvements, modifications and purchases.
3. Coordinates and manages capital projects with vendors, contractors and consultants; obtains bids and quotes and negotiates contracts.
4. Participates in the development and implementation of goals and objectives, policies and priorities of assigned programs and functions.
5. Implements work plans; monitors and evaluates processes, methods and procedures; documents and prepares reports.
6. Coordinates activities with other departments to ensure services are appropriate and performed in an efficient and timely manner.
7. Prepares and manages department budget. Monitors service levels, labor costs, products and prices to help assure compliance to established budget and to provide input to budget formulation and service planning; prepares cost/project estimates and contract management.
8. Leads departmental meetings and attends senior level meetings as needed.
9. Assists the Director with a high level of expertise. Makes recommendations, provides information, and prepares and presents reports, statistics and analysis.
10. Coordinates efforts and activities with other internal work units and departments and with outside agencies and organizations, and contractors. Participates on, and/or leads, various committees, meetings and workgroups.
11. 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. Other duties which may be necessary or desirable to support the agency's success.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of Public Service, Excellence, Teamwork, Respect, Innovation, and Sustainability. This includes, but is not limited to:
  - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust;
  - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others;
  - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations;
  - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work;



- Demonstrate sustainable practices in applicable field and generally for resource use and protection;
  - Work assigned schedule(if applicable); exhibit regular and predictable attendance;
  - Practice safe work habits; and
  - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules, applicable law, and collective bargaining agreements as appropriate.
3. Perform assigned duties during an emergency situation.
  4. Perform other duties as assigned.

### **Supervisory Responsibilities:**

This position achieves success through subordinate leads and 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:**

- Bachelor's Degree in engineering, business administration or related field or Facilities Manager Certification, and
- A minimum of five (5) years of experience in specialty area, 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
- Current and valid driver's license issued in the state of residence
- May be required to obtain a current and valid forklift certification

### **Knowledge, Skills and Abilities:**

- Specialty area, such as building electrical and HVAC systems and services; telecommunications and network systems; fire alarm, CCTV, two-way radio and audiovisual systems, building and grounds maintenance, and construction
- Pertinent Federal, State and local laws, codes and regulations that affect and impact department
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs
- Review and evaluate technical work in the installation, maintenance and repair of systems in specialty area
- Analyze information and use logic to resolve issues and problems
- Maintains, and exhibits discretion with, confidential and/or sensitive information



- Read and interpret architectural drawings and blueprints
- 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
- Use good judgment and make sound decisions in a fast-paced environment
- 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
- Frequently required to read computer screens; see and/or respond to visual cues; reach with hands and arms; perform repetitive motions of hands and wrist; stand and/or walk for extended periods of time; sit for extended periods of time; lift, push, pull and/or carry objects up to 10 pounds
- Occasionally exposed to outdoor weather conditions
- Occasionally required to climb, stoop, kneel, crouch or crawl; lift, push, pull and/or carry objects up to 50 pounds; smell and/or taste; work near or around moving mechanical parts; work near or around electricity; exposed to fumes or airborne particles; toxic or caustic chemicals; blood or other human bodily fluids

*“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