

Classification description



Title: Executive Director (OCC, P5, Expo)
Job Code: 8111
Pay Range: 329
FLSA Status: Exempt – Executive/Supervisory

Employee Group: MERC Non-represented
Established: March 2018
Revised: N/A
EEO Category: Officials/Executives

Visitor Venues - Oregon Convention Center (OCC), Portland’s Centers for the Arts (P5), Portland Expo Center (Expo)

DESCRIPTION

Jobs assigned to this classification plan, organize and direct the activities of a MERC Visitor Venue to accomplish the goals identified in the MERC Strategic Plan. An Executive Director is an executive level position reporting directly to the General Manager of Visitor Venues and serves as a member of the executive management team. Oversight areas include long-range and short-term planning, policy and program analysis, development and implementation.

DISTINGUISHING FEATURES

This is a single classification, and is not part of a classification series.

DUTIES AND RESPONSIBILITIES

1. Develops and oversees the venue’s strategic, business and operational plans in alignment with the MERC Strategic Plan and Metro’s values and initiatives. Provides supervision over facility management and supervisory positions. Manages and oversees the activities of all departments typically through subordinates; plans and directs departmental work plans; assigns projects and programmatic areas of responsibility; collaborates and coordinates with subordinate managers to organize and prioritize activities; reviews and evaluates work methods and procedures.
2. Establishes appropriate service and staffing levels; internal reporting relationships; and ensures effective performance management.
3. Monitors and evaluates the effectiveness and efficiency of service delivery methods, identifies opportunities for improvement, and directs and oversees the implementation of changes.
4. Plans, directs and oversees the facility budget; establishes fees for facility rental, equipment rental and services; directs the forecast of funds needed for service delivery; monitors, reviews and authorizes the allocation of resources and expenditures; develops and maintains financial and statistical records.
5. Directs and oversees the short- and long-term development and maintenance of the facilities; directs and oversees budgeted capital construction projects; plans for and makes financial and operational decisions to support long-term operational success of large, complex public assembly venues; ensures venue and infrastructure maintenance is consistent with all standards applicable to public assembly venues, such as public safety, accessibility, and environmental sustainability.

6. Negotiates, reviews and executes license agreements and major business contracts.
7. Represents facility to other MERC facilities, departments, elected officials, outside agencies and the community; explains and represents programs, policies and activities; negotiates and resolves sensitive, significant and controversial issues.
8. Participates in various meetings in the community, at professional forums and at industry related events; stays abreast of current trends and innovations within the facility management field.
9. Collaborates and coordinates with Metro and MERC facilities on agency-wide initiatives.
10. Manages strategic aspects of the food and beverage contract for the facility. Elements include the human relationships, as well as contract compliance and achievement of contract revenue, capital, and marketing goals and financial outcomes.
11. Maintains, and exhibits discretion with confidential and/or sensitive information.

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
 - 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.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

- Bachelor's Degree with major course work in business administration, public administration, hospitality, marketing or related field and
- A minimum of eight (8) years of facility management experience with a minimum of five

- (5) years in a senior management position or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities

Knowledge, Skills and Abilities:

- Perform all position essential duties and responsibilities
- Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability
- Work in a safe manner and follow safety policies, practices and procedures
- Operational characteristics, services and activities of a convention center or similar facility
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs
- Applicable Federal, State and local laws, policies and regulations
- Excellent organizational, communication and leadership skills
- Strong analytical skills to evaluate plans, programs, policies and operations
- Public speaking and presenting information and ideas to individuals and in group settings
- Work effectively with information management systems, and adapt quickly to system changes and updates
- Plan, organize, direct and coordinate the work of supervisory, professional and technical staff
- Develop, implement and administer goals, objectives and procedures
- Prepare and administer large and complex budgets and to allocate limited resources in a cost effective manner
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals
- Establish and maintain effective, cooperative working relationships with all levels of staff, Commission members and outside stakeholders
- Work various hours, including evening, weekends, and holidays
- Successfully pass the background check and screening requirements required for the position

SUPERVISION RECEIVED

This position reports to the General Manager of Visitor Venues

SUPERVISION EXERCISED

This position provides leadership and direction for the agency and assigned facility. The position is responsible for ensuring subordinate work groups have clear direction about the agency's goals, so diverse work groups are able to function effectively and in concert to achieve those goals together. The position is responsible for carrying out the full spectrum of leadership responsibilities in accordance with the agency's policies and applicable laws, and ensuring

subordinate managers and supervisors provide leadership to their respective workgroups. Responsibilities include hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. This position provides essential support and specialized industry advice to the MERC Commission.

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

Standard office equipment is used

WORK ENVIRONMENT

Work is generally performed in an office environment, with frequent interruptions and irregularities in the work schedule. Frequent reaching, walking, standing, lifting, stooping, or carrying of equipment and materials may be required. Incumbents may be required to lift and carry up to 10 pounds.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.