



**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>	Director of Operations	<b>Bargaining Unit</b>	Non-represented
<b>Functional Job Family</b>	Operations	<b>Classification #</b>	8306
<b>FLSA</b>	<input checked="" type="checkbox"/> Exempt – Executive/Supervisory <input type="checkbox"/> Non-Exempt	<b>Salary Grade #</b>	326
<b>Position Status</b>	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	<b>Revision Date</b>	May 2007

**Classification Description:**

Direct and manage the overall operations of technical services, event set up, grounds maintenance and custodial services. Develop, plan and implement department goals and objectives. 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. Oversees all aspects of technical services, event set up, grounds maintenance and custodial services.
2. Develops and implements short-term and long-term goals and objectives, and policies and priorities of department programs, projects and functions.
3. Plans, directs, coordinates and reviews department work plan; monitors and evaluates the effectiveness and efficiency of processes, methods and procedures.
4. Supports facility bookings by meeting with potential clients for large events to sell them technical services packages and assures them of the facility's capability to effectively produce large, complex events.
5. Develops, implements and manages department budget; forecasts additional funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; implements adjustments as necessary.
6. Coordinates and manages capital projects with vendors, contractors and consultants; obtains bids and quotes; negotiates contracts.



7. Ensures projects are managed in compliance with codes, ordinances, regulations, and other requirements, including but not limited to, Owner Controlled Insurance Program (OCIP), Leadership in Environmental and Energy Design Certification (LEED), and OSHA.

#### Secondary Functions:

- Conducts inspections of building(s) and grounds for appearance and event readiness
- Provides tours of facility as needed
- Performs other duties which may be necessary or desirable to support the agency's success

#### Supervisory Responsibilities:

This position achieves success through subordinate supervisors, 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, electrical or related field or Facilities Manager Certification, and
- A minimum of eight (8) years of experience in building maintenance that includes engineering and electrical systems and
- A minimum of five (5) 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:

- In-depth knowledge of buildings and the operation of all associated systems, such as building construction and maintenance, electrical, plumbing and grounds maintenance
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs
- Pertinent Federal, State and local laws, codes and regulations that affect and impact department
- Public speaking
- Work effectively with information management systems, and adapt quickly to system changes and updates
- Analyze information and use logic to resolve issues and problems
- Read and interpret architectural drawings and blueprints



- Lead and 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 read computer screen; perform repetitive motions of hands and wrist; hear and/or respond to verbal/audio cues
- 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 10 pounds
- Rarely required to; reach with hands and arms; stoop, kneel, crouch or crawl; lift, push, pull and/or carry objects up to 100 pounds; works near or around extreme heat and/or cold; moving mechanical parts; near or around electricity; exposed to wet, humid conditions; fumes or airborne particles.

*“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