



Title: Administrative Operations Supervisor
Job Code: 8369
Pay Range: 322
FLSA Status: Exempt – Executive/Supervisory

Employee Group: MERC Non-Represented
Established: July 1, 2015
Revised: NA
EEO Category: Officials/Administrators

CLASSIFICATION DESCRIPTION

Perform and oversee administrative operations and show demand staffing, including supervision of administrative support staff and stage door attendants, where assigned, for Operations Department. Serve as a member of the Operations management team.

DUTIES AND RESPONSIBILITIES

1. Hires, trains and supervises administrative support staff and stage door attendants. Coordinates staff activities by planning, organizing and coordinating workloads and assignments, including coaching and evaluating staff performance.
2. Establishes monthly show staffing schedules for all shows. Uses modeling system software to estimate staffing needs; prepares preliminary schedules. Arranges coverage cancellations or additions, communicates schedule changes, and reviews and reconciles payroll records.
3. Responsible for overall payroll/Kronos processing. Compiles, verifies and enters data into payroll system and generates payroll reports, including researching and resolving payroll issues.
4. Has primary department responsibility for ensuring accuracy of department charges of equipment, third party charges, and labor hours for show settlements by preparing, maintaining, verifying, and reconciling hours and pay rates according to collective bargaining agreements.
5. Assists in developing and administering the department budget. Monitors service levels, labor costs, products and prices to help ensure compliance to established budget and to provide input to budget formulation and service planning; prepares cost/project estimates and may include contract management. Supervises department accounting and purchasing functions.
6. Conducts department-wide training, including facilitating training opportunities as well as developing and delivering training in areas such as Kronos, scheduling software, etc.
7. Participates in the development and implementation of goals and objectives, policies and priorities of assigned programs and functions. Monitors compliance with workflow systems of event-related processes and procedures across the department.
8. Performs research, provides technical assistance, and makes recommendations based on findings, including correspondence and reports.
9. Completes assigned paperwork and reports in a timely and accurate manner and maintains computerized and hard copy records and files.

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. Assists the public, public officials and other employees in a professional and courteous manner.
12. 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:

- Associate's degree in business administration or related field and
- Three years of supervisory or equivalent experience in an office environment 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:

- Operations, services and activities of a performing arts facility or related facility
- 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 (e.g., Kronos, USI, and Celayix) 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
- 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
- Perform all position essential duties and responsibilities
- Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability
- Work assigned schedule and exhibit regular and predictable attendance
- Work in a safe manner and follow safety policies, practices and procedures
- Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
- Use discretion with confidential and sensitive matters

Additional Requirements:

- Successfully pass the background check and screening requirements required for the position

SUPERVISION RECEIVED

Supervision is received from the Director of Operations

SUPERVISION EXERCISED

This position functions primarily as a first-line supervisor, ensuring that subordinate staff members receive 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.

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

Standard office equipment is used; specific software and database programs may be used

WORK ENVIRONMENT

Duties are primarily performed in an office environment while sitting at a desk or computer terminal. As necessary to meet workload demands, works outside of typical schedule including evening/weekend hours. Work may require travel to off-site locations.

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.