

Class Code: 151
City of Anaheim
Class Specification

- I. CLASS TITLE: CONVENTION CENTER MANAGER
- II. DEPARTMENT/CONTROL CENTER: Convention Center
- III. CLASS DEFINITION:

To direct, manage, supervise and coordinate the programs and activities of multiple programs of the Convention Center including facility services, box office, parking, and event management activities; to coordinate assigned activities with other City departments, divisions, and outside agencies; and to provide highly responsible and complex administrative support to the Convention Center General Manager.

- IV. SUPERVISION RECEIVED AND EXERCISED:

Receives administrative direction from the Executive Director Convention, Sports and Entertainment.

Exercises direct supervision over management, supervisory, professional, technical and clerical staff.

- V. EXAMPLES OF ESSENTIAL JOB FUNCTIONS- Responsibilities and duties may include, but are not limited to, the following:

Assume management responsibility for all services and activities of the Convention Center Operations Division.

Assume management responsibility for all facility maintenance, event, box office and parking services and activities.

Manage and participate in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommend, within Departmental policy, appropriate service and staffing levels; recommend and administer policies and procedures.

Manage revenues and ensure a balanced variety of events through selling, negotiating and executing booking contracts; control the master booking schedule; act as consultant to sales personnel regarding major tenants and prospects; coordinate, monitor and direct modernization and betterment activities and programs.

Continuously monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; assess and monitor work load, administrative and support systems, and internal reporting relationships; identify opportunities for improvement and review with the Convention Center General Manager; implement improvements.

Select, train, motivate and evaluate personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.

Plan, direct, coordinate and review the work plan for assigned responsibilities including facility services, box office, parking, and event coordination activities; meet with staff to identify and resolve problems; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.

Manage and participate in the development and administration of the Convention Center Operations annual budget; direct the forecast of additional funds needed for staffing, equipment, materials and supplies; direct the monitoring of and approve expenditures; direct and implement adjustments as necessary.

Serve as a liaison for assigned Convention Center activities with other City departments, divisions and outside agencies; negotiate and resolve significant and controversial issues.

Provide responsible staff assistance to the Convention Center General Manager; prepare and present staff reports and other necessary correspondence.

Conduct a variety of organizational studies, investigations, and operational studies; recommend modifications to Convention Center programs, policies, and procedures as appropriate; manage and direct the development of construction and modernization plans for the Convention Center.

Administer facility contracts; monitor and ensure compliance with contract provisions; administer other vendor and service company contracts.

Participate on a variety of boards and commissions; attend and participate in professional group meetings.

Respond to citizen inquiries and resolve difficult and sensitive complaints.

Perform related duties and responsibilities as required.

VI. JOB RELATED QUALIFICATIONS:

Experience: Extensive and responsible experience in the management of a public facility including supervision and development of employees.

Knowledge of: Organization and management practices as applied to the analysis and evaluation of programs, policies and operational needs; modern and complex principles and practices of the convention/trade show industry; services program development and administration; public administration theory, principles and practices and their application to a wide variety of operational programs; advanced principles and practices of municipal budget preparation and administration; architectural and construction techniques; principles and practices of real estate, general law, leasing, and fiscal planning; pertinent legal and contract requirements; principles of supervision, training and performance evaluation; pertinent Federal, State and local laws, codes and regulations.

Ability to: Manage, direct and coordinate the work of management, supervisory, professional and technical personnel; select, supervise, train and evaluate staff; provide administrative and professional leadership and direction to the Operations Division of the Convention Center; develop, implement and administer goals, objectives and practices for facility services, box office, event coordination and parking lot programs and services; prepare and administer large and complex budgets; prepare clear and concise administrative and financial reports; analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals; research, analyze and evaluate new program techniques, methods and procedures; interpret and apply Federal, State and local policies, procedures, laws and regulations; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships with those contacted in the course of work including a variety of City and other government officials, community groups and the general public.

Physical Requirements: None

License and/or Registration Required: None

VII. FLSA DESIGNATION: Executive Exempt

NOTE: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an

exhaustive list of all duties, responsibilities and skills required of personnel so classified. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Revised 9/89 - Ralph Andersen & Associates
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