

## EVENTS AND OPERATIONS SUPERVISOR

### JOB DESCRIPTION

**Classification Responsibilities:** The Events and Operations Supervisor provides first-line supervision for the operations and all event services at the City's Convention Center and Amphitheatre. Responsibilities involve event management through and general supervision of event, set up, building and grounds maintenance staff, as well as staff responsible for providing technical services support. Work also involves internal coordination with venue contractors, including audio-visual, food and beverage contractors, sales and booking services, and outside services including security, to ensure client needs and contractual agreements are fulfilled. Supervisory responsibilities include: employee selection; training; scheduling; assignment; performance appraisal; disciplinary actions; and administering personnel and related policies and procedures. The employee may also perform event coordination duties on an as-needed basis. The employee will prepare, administer, coordinate the operational budget, as well as track and monitor the operation and maintenance expenditures for temporary agency labor costs to ensure expenses remain within budget allocations. Work is subject to irregular hours (evenings, weekends, and holidays), sometimes on short notice. This class performs related duties as required.

**Distinguishing Features:** This class is supervised by Parks, Recreation and Community Facilities Venue Operations Supervisor, who reviews work through conferences, reports, and meetings. This class is FLSA exempt-executive.

### QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required.** Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Business or Public Administration, or a related field. Considerable (3 - 5 years) experience in a large public assembly facility such as a convention center or theater operation, including supervision of general operations (staff scheduling, event set up, and event coordination including coordinating client requests with staff and vendors). A minimum of two years of lead or supervisory experience.

**Special Requirements.** None.

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** Some coursework in management or supervision is desirable. Building maintenance, audio-visual, sound, and stage lighting applications experience preferred.

### ESSENTIAL FUNCTIONS

**Communication:** Communicates with the general public, clients, other City employees, vendors, management, and hotel officials in order to answer questions, explain policies, handle complaints, and

supervise the setup and custodial activities for a variety of events. Communicates with vendors regarding audio-visual equipment setup. Responds to clients' requests for last minute changes by explaining what can and cannot be done, offering alternatives to solve the perceived problem, and explaining the additional charges that will be incurred. Instructs subordinates and other staff in the operation, set up, and preventive maintenance of equipment, and use of event-related computer system. Prepares written documents such as estimates of weekly staffing requirements including contractual labor needs, performance appraisals, and activity reports including labor and supplies consumption in order to communicate with supervisor and management, evaluate the work of subordinates, and document use of resources.

**Manual/Physical:** Reviews the work products of others to ensure compliance with standard operating procedures, including reviewing work orders, weekly staffing requirements, and event room and audio-visual equipment setups. Inspects and monitors information and work-related conditions to determine compliance with prescribed operating and safety standards, identify areas which may need assistance or repair, and recommend appropriate corrective action. Uses common hand tools to perform routine maintenance, minor repairs, and modifications of equipment and systems, and fabricate cord assemblies and accessories as needed. Operates a variety of standard office equipment to compute labor and materials costs, take inventory, and monitor section budget. Enters data or information into a personal computer (PC) to monitor event work orders, prepare activity reports and performance appraisals, track budget expenses, and maintain an inventory of supplies and equipment. Moves tables, chairs, and staging from one place to another using a hand truck, etc. Assists with the set up and removal of folding tables, chairs, barricades, as needed for event setup. Attends coordination meetings to obtain input from sales, food and beverage and booking staff. Meets scheduling and attendance requirements.

**Mental:** Plans, organizes, and supervises equipment setup, maintenance, and routine repair activities. Supervises and evaluates the work of staff through planning, organizing, instructing, motivating, and evaluating performance objectively. Reviews work in-progress and upon completion. Prioritizes and assigns work, and schedules personnel. Resolves procedural, operational, and other work-related problems. Coordinates work activities with other division section operations and other City divisions and departments. Assists in developing section policies and procedures related to work area. Computes room capacities and square footage needs for exhibit shows to meet fire codes. Prepares and monitors section budget, and monitors expenditures. Comprehends and makes inferences from written materials such as event work orders, contract specifications, equipment manuals, and safety policies. Understands and interprets blueprints and schematic drawings, layouts or other visual aids to draw and diagram lighting plots, set equipment and circuit locations, select proper sound equipment and its placement, connections, and testing. Learns job-related material regarding customer service and team building techniques. Designs and modifies equipment to meet event needs and to increase efficiency and economy of operation.

**Knowledge and Abilities:**

Knowledge of:

the principles, practices, and methods of employee supervision, training, and evaluation;  
the personnel rules and management policies;  
procedures and practices on a division-wide level;

federal, state, and City policies governing safe work practices;  
applicable federal and municipal building codes, including ADA requirements;  
the methods, practices, tools, and materials used in building maintenance, custodial, and repair work;  
occupational hazards and necessary safety precautions applicable to building maintenance work;  
operating procedures of a large convention facility;  
musical and stage entertainment show techniques and requirements;  
stage, sound, lighting, and mechanical rigging, including electricity, electronic systems, and equipment setup, operation and maintenance;  
time, work, costs, and potential problems involved in providing and coordinating event-related services such as room setup and breakdown, catering, security (for concerts and high profile events), decorating, and providing electrical power and/or specialized sound and lighting;  
effective public relations techniques; and  
fundamentals of data processing and the application and integration of office automation and PC software applications.

Ability to:

serve as on-site working supervisor as needed;  
determine jobs to be done and the best order and manner in which to do them by considering rooms, equipment and labor available, the complexity of the work involved, and sequence and timing of events;  
prepare estimates of weekly staffing requirements, including the need for contractual personnel;  
review work in progress and upon completion;  
conduct client interviews to translate requests into specific services and costs;  
explain and promote to the client a variety of special services available such as catering, electric power requirements, AV, equipment for multimedia presentations, ticket sales, and enable the client to properly stage an event;  
interpret technical specifications to determine if the facility can accommodate the production;  
solicit new or repeat business for events;  
communicate with and respond pleasantly to a diverse and sometimes demanding public in answering questions, explaining and/or enforcing policies, and in handling complaints;  
run computer system maintenance programs, and control user access and password security; and  
establish and maintain effective working relationships with City officials, department managers, coworkers, vendors, citizens, and other government officials.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 1/21

TR/kg/kc

CS5092.DOCX

EEO-S/M

JOB FCTN-ADM

INCREMENTS 43-200

PAY GRADE: 53

IND-9410

SWORN-No