



Terrebonne Parish Consolidated Government

JOB DESCRIPTION

POSITION TITLE.....: Operations Administrator
DEPARTMENT.....: Houma-Terrebonne Civic Center
DIVISION.....: Operations
CLASSIFICATION/GRADE.....: Operations Administrator/210
REVISED.....: 11/2017
REPORTS TO.....: Civic Center Director
REVIEWED.....: 11/2017
WAGES.....: Salaried

SUMMARY:

Provides overall administrative planning, direction and policies for facility operations, assuring the highest quality service program to assure rebooking of events; insures an effective and cost efficient program by controlling the operating budget and performs related responsibilities as required. Plans and directs the operation and maintenance of the following but not limited to: mechanical, electrical, HVAC, plumbing, custodial, grounds, event set-up and changeovers, sound, lighting, stagehands, security, traffic control and patron services.

BASIC FUNCTIONS:

1. Ensures an effective, cost-efficient operation by helping to prepare and administer the facility's operating annual budget.
2. Keeps cost records of work performed and make cost estimates as required.
3. Prepares all Operations-related invoices and billing for payment to vendors.
4. Prepares invoices for services rendered to be used in event settlements.
5. Supervises the processing of employees time sheets and accounts for labor, material and utility cost by event and cost category.
6. Inspects and supervises the work of subordinates to ensure timeliness, effectiveness and completion.
7. Plans, schedules and supervise appropriate levels of personnel in all areas of responsibility, especially during event hours and turnovers.
8. Assures the highest quality service to promoters and vendors.
9. Confers with the Event Manager to create layouts and other arrangements for the use of the facility. Designs detailed scaled drawing as needed for certain events using the AutoCAD software program.
10. Knowledge of blueprint drawings-mechanical, electrical, plumbing, HVAC and structural.
11. Establishes, directs and monitors patron services standards to insure positive professional image.
12. Maintains logs, records and provides reports as required.
13. Maintains inventory of equipment and supplies and makes requisitions for proper levels of same.
14. Attends internal meetings and represents the facility at external meetings as deemed necessary.
15. Plans and coordinates a variety of facility set-ups, including theater shows, concerts, sporting events, trade shows and banquet configuration.

16. Personally attends or assigns personnel to be present at all events.
17. Develops and implements standard operating procedures for each area of responsibility, including an effective preventive maintenance program.
18. Establishes, disseminates and monitors work performance and safety standards.
19. Organizes and executes training and safety programs.
20. Creates, reviews and conducts performance appraisals and takes appropriate disciplinary action when deemed necessary.
21. Provides training and professional development guidance to staff.
22. Maintains appropriate records and keeps maintenance standards updated and relevant to the department.
23. Keeps the facility equipment storage and office work areas in a clean and organized manner.
24. Related duties as required by supervisor.

OTHER REQUIREMENTS:

1. Ability to communicate well with others on a supervisory level and in a general work situation.
2. Ability to work under high pressure in meeting urgent event deadlines.
3. Ability to establish and maintain effective working relationships with users, employees and the general public.
4. Ability to anticipate problems and implement immediate corrective action.
5. Ability to work long, irregular hours as dictated by programming and facility needs.
6. Ability to troubleshoot independently.
7. Ability to work with vendors, contractors, and outside engineers and electricians.
8. Must be able to walk and stand on concrete for long periods of time.
9. Must be able to lift a minimum of 50lbs.
10. Must be able to climb and not be afraid of heights.
11. Knowledge of personnel management, government purchasing practices, public relations and oral and written communications.
12. Knowledge of event hospitality industry, event production, food service, large facility maintenance, housekeeping, janitorial, and lift equipment.

EDUCATION/EXPERIENCE:

1. Bachelor's degree in business, engineering or related field from an accredited four-year college or university or at least five years of experience working in a busy, multipurpose facility.
2. Must have basic experience with Microsoft Word and Excel. Experience with AutoCAD preferred.