

OPERATIONS ADMINISTRATOR

Barry P. Bonvillain Civic Center | Operations



SUMMARY

Provide overall administrative planning, direction, and policies for facility operations. Establish, direct, and monitor patron services standards to ensure positive professional image. Plan and direct the operation and maintenance of the mechanical, electrical, HVAC, plumbing, custodial, event set-up and turnovers, sound, lighting, stagehands, security, traffic control, and patron services.

JOB OVERVIEW

Starting Pay

\$57,221 - \$73,486 per year

Schedule

Monday - Friday

Must be willing to work long, irregular hours as needed.

Shift

8 a.m. - 5 p.m.

LOCATION

Barry P. Bonvillain Civic Center

REPORTS TO

Civic Center Director

PHYSICAL DEMANDS

- Lift over 50 lbs. (heavy)
- Walk/stand on concrete for long periods
- Routine climbing

WORK ENVIRONMENT

Frequent interactions with members of the public

EMERGENCY EVENTS

Required to work during emergency events.

ESSENTIAL FUNCTIONS

1. Assist in the preparation and administration of the facility's operating annual budget, keep cost records of work performed, and make cost estimates as required.
2. Prepare all operations-related invoices, billing for payment to vendors, and invoices for services rendered to be used in event settlements.
3. Supervise the processing of employees' time sheets and account for labor, material, and utility cost by event and cost category.
4. Inspect and supervise the work of subordinates to ensure timeliness, effectiveness, and completion; create, review, and conduct performance appraisals; take appropriate disciplinary action when necessary; and provide training and professional development guidance to staff.
5. Attend or assign personnel to be present at all events; schedule and supervise appropriate levels of personnel, especially during event hours and turnovers.
6. Confer with event manager to coordinate a variety of facility set-ups, including theater shows, concerts, sporting events, trade shows, and banquet configuration; design detailed, scaled drawings as needed for certain events using the AutoCAD software program.
7. Establish, direct, and monitor patron services standards to ensure positive professional image; assure the highest quality service when working with promoters, vendors, contractors, and outside engineers and electricians.
8. Maintain logs, records, and inventory of equipment and supplies; make requisitions; and provide reports as required.
9. Attend internal and external meetings.
10. Develop and implement standard operating procedures, including an effective preventive maintenance program.
11. Establish, disseminate, and monitor work performance and safety standards; organize and execute training and safety programs.
12. Maintain appropriate records, keep maintenance standards updated and relevant to the department, and keep the facility's equipment storage and office work areas clean and organized.
13. Perform other duties as assigned by supervisor.



Questions? No problem! Email us at
employment@tpcg.org.

GENERAL REQUIREMENTS

1. Ability to communicate well orally and in writing 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, troubleshoot independently, and implement immediate corrective action.
5. Knowledge of personnel management, government purchasing practices, and public relations.
6. Knowledge of mechanical, electrical, plumbing, HVAC, and structural blueprint drawings.
7. Knowledge of event hospitality industry, event production, food service, large facility maintenance, housekeeping, janitorial, and lift equipment.

EDUCATION, EXPERIENCE, AND LICENSES

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 a busy, multipurpose facility.
2. Basic experience with Microsoft Word and Excel; experience with AutoCAD preferred.



Questions? No problem! Email us at
employment@tpcg.org.