

ASSISTANT GENERAL MANAGER/OPERATIONS MANAGER

DEFINITION OF WORK

The purpose of this position is to perform professional administrative daily management of the Crown Center operations and is responsible for the coverage, set-up, and cleanup of events and maintenance and repairs of the facilities to ensure safety for all employees and visitors. The employee is responsible for planning, directing, and evaluating the staff and programmatic operations of the Crown Center. Work includes supervising the Events Services and Operations sections by providing directions of all operational and events activities and programs and ensuring effective and cost-efficient programs by controlling the operations budget. This position serves on the executive management team and assumes the duties and responsibilities of the General Manager, except for the authority to terminate personnel. An employee in this class develops and implements operations and events coordinative strategies and ensures the continuity of program execution in concurrence with the strategic plan and operational goals; maintains positive relationships with management, outside technical vendors, and service suppliers' colleagues and the community at large. Work includes participating in the Departmental planning and budgeting process, determining goals and objectives for the Crown Center, supervising staff, determining and modifying policies and procedures to meet the goals of the Center, and resolving difficulties occurring with clients and patrons of the Center. Work requires an understanding of the laws and regulations affecting the Crown Center and possesses considerable judgment and initiative in the development and implementation of programs and events. Work is performed under the general supervision of the Crown Center General Manager and work is evaluated by discussion, reports, observation, and feedback from clients, potential clients, patrons, managers, and employees.

EXAMPLES OF WORK

Employee in this class directs and manages the Events Services and Operations sections of the Crown Center. The employee serves as a member of the executive leadership team and participates in the development of the strategic plan, determining and recommending budgetary needs, and participates in the development of organizational, as well as section, goals and objectives; supervises and manages personnel by overseeing the daily operations of assigned work; ensures the safe and efficient operations and maintenance of the complex to include facilities, buildings, and grounds; directs and supervises implementation of safety and energy conservation programs for the complex; records appropriate information and other data for evaluation; prepares public utilities, regulatory/insurance and fire protection; directs implementation of site utilities distributions, hazardous waste/supply and landscaping activities; monitors building and grounds utility costs and services and environmental control systems design and operation; oversees the development and implementation of standard operating procedures for each section including all effective preventive maintenance programs and ensures OSHA compliance; supervises Event Services section to ensure quality event planning preparation, set up and total event operation services; oversees the contract services program with outside agencies; tracks cost associated with the daily event operation process; authorizes and coordinates purchasing and bid specification for overall operations supplies, trade show equipment, and computer equipment; accountable for all capital building improvements and equipment construction projects, as well as coordination of outside contractors and consultants for these projects; provides recommendation for capital budget program; prepares and reports all financial needs for the Event Services and Operations sections which includes engineering, technical services, special projects, information services, ice rink operations; performs related work as assigned.

EMPLOYMENT STANDARDS

Education and Experience:

Graduation from an accredited four-year college or university with a Bachelor's degree in business administration, engineering, construction management, or closely related field and four years of experience in the operation of a large multi-facility complex; or an equivalent combination of education and experience.

Knowledge, Skills, and Abilities:

Thorough knowledge of the methods, procedures, and policies of Cumberland County as pertaining to the performance of the essential duties of this position; thorough knowledge of principles and practices of facilities management and convention services; considerable knowledge of the laws, ordinances, and regulations pertaining to the essential duties of this position; considerable knowledge of OSHA requirements; considerable knowledge of environmental impact and regulation regarding the operating mechanical systems within a large multiplex; considerable knowledge of the organization of such a complex and eliminate occupation hazards and safety issues; considerable knowledge of terminology and related professional languages used within the trade; ability to maintain cooperative and effective relationships with intra/interdepartmental personnel; ability to develop long term plans and goals; ability to analyze data and make recommendations and reports in oral and written forms; ability to maintain the confidentiality of records and discussions; ability to utilize modern management and supervisory techniques to develop and maintain a productive staff.

SPECIAL REQUIREMENTS

Background check with local law enforcement agency required. Some positions within classification may require a valid North Carolina driver's license. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the county policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA REQUIREMENTS

Tasks are regularly performed with exposure to adverse environmental conditions.

Physical Requirements:

Must be able to physically perform the basic life operational functions of stooping, reaching, walking, fingering, grasping, hearing, talking, and repetitive motions.

Must be able to perform sedentary work exerting up to 50 pounds of force occasionally and/or a 10 pounds of force frequently or constantly to move objects.

Must possess the visual acuity to prepare data and statistics, work with accounting processes, handle proofing tasks, do extensive reading, and operate a computer terminal.