

 **City of Pendleton**

 **Job Description**

 **Convention Center Manager**

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| **Department**: Pendleton Convention Center (PCC)  | **FLSA**: Exempt |
| **Reports to**: City Manager  | **Representation**: Unrepresented |
| **Pay Range**: Department Head – Range 1  | **Date**: March, 2017  |

**GENERAL POSITION SUMMARY:** *(why does this position exist)*

Responsible for general management of convention center operations to assure efficient and economical service; marketing the convention center to assure a full schedule of conventions; and related activities.

**ESSENTIAL FUNCTIONS/MAJOR RESPONSIBILITIES:** *(list those tasks that HAVE TO BE DONE to accomplish the Job Purpose. Using complete sentences, describe the various tasks performed on the job which are critical to the successful performance of the job* ***or*** *occupy more than 5 percent of the time. Think in terms of WHAT is done, NOT HOW it is done. Avoid describing procedures. Start each sentence with an action verb. Group tasks which require similar skills/knowledge together. Describe them in such a way as to be clear to someone who does not understand the work performed.)*

1. Marketing Responsible for developing a comprehensive marketing plan and markets the convention center to assure a full schedule of large conventions. Schedules and accommodates community activities and meetings when convention center is not needed for conventions.
2. Financial Responsible for complete financial management and record keeping for convention center to assure compliance with city regulations. Makes recommendations on staffing, marketing programs, capital improvements and budgeting for the convention center budget. Develops the annual convention center budget.
3. Coordination Responsible for coordinating all routine convention center activities including event preparation; convention center cleaning and maintenance, operation and repair of equipment and building systems, and office operations.
4. Outreach Maintains liaison activity with convention industry nationally, regionally, and locally through association membership and liaison with the Pendleton Motel industry, the Pendleton Chamber of Commerce and other local organizations active in convention, exposition and tourism promotion. Represents the PCC and Commission in presentations to the community and user groups on the facility. Speaks to civic organizations and assures good public relations.
5. Commission Acts as staff to the Convention Center Commission following their direction in developing use agreements; policy development including rent, rates, and regulations; short and long range goals, including a marketing plan, reporting system, fundraising, and companion facility uses; and other tasks as requested by the Commission and approved by the City Manager. Assures compliance with public meeting laws, including providing public notice of meetings, and ensuring appropriate agendas, minutes and other meeting records are prepared; filling vacancies according to policy; equipping  all new members with appropriate handbooks, by-laws or other information; and providing all necessary support to the board, such as research and analysis, reports, and implementation of decisions.
6. Business Operations Responsible for managing all convention center contracts and business relationships. Proposes, coordinates and manages facility improvement projects as required. Responsible for staffing the PCC, and all aspects of supervision, including hiring, monitoring, evaluating and correcting performance, resolving workplace problems and conflicts, administering discipline.
7. Economic Development Maintains active involvement in economic development activities.

**IMPORTANT FUNCTIONS:** *(list those tasks that may be done, but are not essential to fulfill the job purpose; any ancillary job tasks)*

1. Participates on various boards and committees such as the City’s Safety Committee as appropriate or assigned.

2. Performs other duties as assigned.

**DISTINGUISHING CHARACTERISTICS:** *(what separates this job from others in the series?)*

This position is not in a series.

**JOB SPECIFICATIONS:** *(Education and experience requirements are minimum standards. Other equivalent combinations of education, training and experience will be considered.)*

1**. Education & Experience** *Education and experience requirements are minimum standards.*

1. Bachelors Degree from an accredited college or university is required. Degree must be in a marketing, human relations, or business administration related core curriculum or a closely related field; and
2. Work Experience: Indicate the minimum level of work-related experience required to effectively perform the position’s responsibilities. Check only one box.

[ ]  Less than 12 months

[ ]  1 – 3 years

[ ]  3 – 5 years

[x]  5 – 8 years

[ ]  Other

Describe experience: Five years’ experience in tourism or tourism facility management, including experience in giving public presentations, convention sales, coordinating a major work effort and working with diverse groups and individuals.

1. Satisfactory equivalent combination of education and experience.

**2. Special Requirements:**

1. [x]  Must possess, or be able to obtain by time of hire, a valid driver’s license.
2. [x]  Must be able to pass the department’s security clearance standards including review of criminal history and driving record.

**3. Necessary Knowledge, Skills and Abilities:**

1. Knowledge of management techniques appropriate for convention center operation.
2. Knowledge of marketing principles and ability to successfully market City facilities.
3. Knowledge of economic development standards and practices.
4. Knowledge of City policies, procedures, regulations, and rules, and ability to implement and apply them.
5. Knowledge of safety standards, practices and procedures applicable to area of assignment.
6. Skill in organizing people, materials and logistics necessary to coordinate a variety of programs and events.
7. Skill in effectively supervising the work of employees and contractors.
8. Skill in communicating effectively verbally and in writing.
9. Ability to analyze needs and develop short and long range goals.
10. Ability to work independently in the absence of supervision.
11. Ability to develop and maintain effective working relationships with a variety of organizations and individuals.
12. Ability to maintain regular and predictable attendance to serve customers, interact with staff, colleagues, patrons, etc., attend meetings, trainings, etc.
13. Ability to work as a team member.
14. Ability to perform work in a manner consistent with the City’s Core Values of: Respect, Integrity, Caring, Responsibility, Citizenship, Cooperation and Industriousness.
15. Ability to perform the essential functions of the job.

**4.** **Tools and Equipment Used:** *List specialized tools or equipment needed to perform tasks. Add or delete from the sample list below.*

1. Standard office equipment including telephones, computer, printer, fax machine and copy machines; Computer software (Choose all that apply):

[x]  MS based word-processing, spreadsheet, and/or data base programs

[x]  Outlook or other email communication.

[x]  Internet and/or social media

[x]  Presentation or desktop publishing software

[x]  Specialized or custom software

1. Vehicle - Car/pickup/van/SUV

**5.** **Supervision:**

1. This position supervises other staff. Positions supervised include: Office Specialist, Utility Workers, part-time and seasonal laborers and custodians, and contractors.
2. This position reports to the City Manager. Supervision received is (Choose one):

[ ]  Direct. Supervisor provides assignments, directs work on a regular basis, and tasks or procedures are usually well defined.

 [ ]  General. Work is assigned more generally and the employee has some autonomy to determine the order or manner in which the work is completed. Existing practices and procedures are used as guidelines to determine work methods.

 [x]  Limited. Work is performed highly independently with little direction. Position has significant decision-making discretion. Work is evaluated for overall effectiveness.

**6.** **Communications**:

1. Communications are: (*Choose one*)

[ ]  Primarily with other City staff and/or customers.

[ ]  Regularly includes others outside the organization (not customers), such as vendors, contractors, attorneys, agents, or business partners.

[x]  Routinely with leaders inside and outside the organization such as department heads, City Councilors, public officials from other agencies, and/or community leaders.

1. The communications may be (*Check any that apply*):

[x]  Complex

[ ]  Controversial

[x]  Confidential

[ ]  Have significant impact (affect City services or reputation, or have legal or financial consequences)

**7.** **Cognitive Functions**: *Check the one that most closely aligns to position:*

[ ]  Tasks require the employee to remember complex processes and/or be able to perform multi-step jobs without step-by-step instructions. Requires a moderate level of independent thinking and reasoning.

[ ]  Tasks are highly creative or complex and requires significant mental exertion that would typically require specialized schooling, training, certification or a license to be able to accomplish. Employee has some control over the planning and performance of the work, and may determine their own practices and procedures.

[ ]  Responsibilities include significant accountability (i.e. could expose the City to risk or liability, generate public censure, or impact the work or reputation of the City.) Work is performed highly independently. Employee has significant control over the planning and performance of the work, and may develop or recommend new practices and procedures.

[x]  Responsible for developing or approving programs/services; determining quantity and/or quality standards; and monitoring, evaluating, and analyzing program effectiveness to determine success or failure. Routinely engages in autonomous problem-solving. May include developing and implementing policies, procedures or regulations.

1. **Problem Solving:** *Indicate the nature of problems regularly encountered by this position. Check only one box.*

[ ]  Most situations are resolved using standard procedures and established guidelines.

[ ]  Situations are somewhat varied; requires application of specific technical skills and expertise.

[x]  Varied situations that require significant analysis or interpretation; general precedents and practices used, but may be modified.

[ ]  Highly varied and unpredictable situations, complex and often non-recurring; new and creative approaches required.

**9.Work Environment*:*** *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

1. Work is performed primarily indoors. Work is most often in a temperature controlled office.
2. Strength Rating (see attached definitions) is: Light .
3. Hazards include: *Check all that apply and include the percentage of time exposed to the listed hazard:*

[x]  Office environment / no specific or unusual physical or environmental demands.

[ ]  Work on and around heavy construction equipment \_\_\_\_%

[ ]  Exposure to toxic elements/hazardous chemicals \_\_\_\_%

[ ]  Work at heights in excess of 20 feet \_\_\_%

[ ]  More than occasional exposure to poor air quality (excessive dust, smoke, fumes, gases, etc.) \_\_\_\_%

[ ]  Exposure to weather or temperature extremes \_\_\_%

[ ]  Isolation \_\_\_\_%

[x]  Exposure to light or noise extremes \_\_\_\_%

[ ]  Regular travel outside the City \_\_\_\_%

[ ]  Risk of injury \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(list) \_\_\_\_%

[ ]  Significant physical exertion required to\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_%

[ ]  Other (describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. General hours of work are 8:00 a.m. – 5:00 p.m. Monday – Friday but may include some evening, weekend or holiday work related to observing or monitoring events. Variations include (check all that apply):

[ ]  Frequent or regular overtime

[x]  Subject to emergency call out

[ ]  Split or Night shifts

**10.** **Resource Accountability:**

1. Check item(s) that describe involvement in the budgetary process:

[ ]  Not applicable [ ]  Input [x]  Prepare [x]  Forecast [x]  Monitor [ ]  Approve

1. This position has resource accountability for the following level of assets (choose one):

[x]  Significant – as would be typified by purchasing authorization up to $25,000, or responsibility for operation or use of very high-level equipment/assets.

[ ]  Moderate – as would be typified by purchasing authority up to $5,000 or responsibility for operation or use of equipment/assets of moderate value.

[ ]  None/Low – employees with no purchasing authority or responsibility for operation or use of equipment/assets of modest value.

1. Persons in this classification are responsible to make purchasing decisions resulting in the most efficient solution for the lowest cost.

*The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

Adopted: 2004

Revised: 2017

Revised: August, 2020

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Employee Acknowledgement/Date Supervisor Approval/Date

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Department Head Approval/Date Administration Approval/Date

Overall Job Strength Rating Definitions

(Oregon Workers’ Compensation Rules, Div. 436-035-0012)

**S - Sedentary** – exerting up to 10 pounds of force occasionally, or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects. Job is mostly sitting, but brief walking and/or standing (occasionally) may be required.

**L – Light**  - exerting up to 20 pounds of force occasionally, or up to 10 pounds of force frequently, or a negligible amount of force continually to lift, carry, push, pull or move objects. Job is largely sitting, but more than sedentary walking or standing may be required. Work is light if job tasks are done sitting, but considerable upper body or arm movement or use of leg controls is involved.

**M – Medium** - exerting 20 to 50 pounds of force occasionally, or 10 to 25 pounds of force frequently, or greater than negligible up to 10 pounds of force continually to lift, carry, push, pull or move objects. Standing, walking, and/or other positional physical movements may be occasional to frequent.

**H – Heavy** – exerting 50 to 100 pounds of force occasionally, or 25 to 50 pounds of force frequently, or 10 to 20 pounds of force continually to lift, carry, push, pull, or move objects. Walking, standing, and other positional physical requirements may be frequent to continual.

**V/H – Very Heavy** – exerting in excess of 100 pounds of force occasionally, or in excess of 50 pounds of force frequently, or in excess of 20 pounds of force continually to lift, carry, push, pull, or move objects. Walking, standing, and other positional physical requirements may be frequent to continual.