



Assistant Convention Center Manager – Operations #02405

City of Virginia Beach – Job Description
Date of Last Revision: 03-02-2016

FLSA Status: Exempt

Pay Plan: Administrative

Grade: 12

City of Virginia Beach Organizational Mission & Values

The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary

Assist the Convention Center Manager in the overall management and supervision of facility; and supervise maintenance, housekeeping, set-up, and landscape staff.

Representative Work Functions and Responsibilities

Supervise the hiring, scheduling and training of full time and part time operations personnel.

Oversee contractual staff.

Prepare and review written reports on both operations and event related incidents; and review and approve settlement reports for all completed events

Act as contract administrator for contracted services.

Assist in the preparation of operating budget.

Provide logistical planning for facility and event activity.

Liaison with Fire Marshal, Building and Code Inspectors, and various other outside agencies.

Develop work standards for facility maintenance, housekeeping, set-up, and groundskeeping.

Develop safety standards and periodically review facility emergency response plan.

Maintain capital inventory and replacement schedule.

Serve on department and City-wide teams as industry representative.

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on then current workloads and department needs.

Performance Standards

Assist the Convention Center Manager in the effective management of the facility; effectively hire,

Assistant Convention Center Manager #02405

schedule, and train staff to meet operation needs; accurately communicate event and operational information to staff; efficiently administer third party contracts; provide timely and accurate logistical plans for events; continuously ensure delivery of quality operational services to customers; administer fair and effective work standards and policies; develop safe and accurate emergency facility response plans; accurately maintain capital inventory; consistently set and enforce safety standards; effectively communicate orally and in writing with staff, outside agencies, vendors, and other contacts; and effectively establish working relationships with staff, outside agencies, vendors, and other contacts.

Minimum Qualifications

Any combination of education (above the high school level) and/or experience equivalent to eight (8) years in fields such as Business Administration, Public Administration or Facilities Management, utilizing the required knowledge, skills, and abilities.

Must have, or obtain, a current and valid Virginia or North Carolina driver's license in accordance with Virginia or North Carolina DMV driver's license eligibility requirements.

Preferred Qualifications

Three (3) years' related experience in a supervisory role.

Industry certification such as Certified Facilities Manager (CFM) or Certified Facilities Executive (CFE); experience writing technical bid specifications; experience managing facilities with a minimum of 200,000 square feet; experience in campus facility maintenance; experience in the operation of a multi-purpose public assembly facility such as convention center, arena, theater, stadium, 500 room convention hotel or similar commercial facility; experience using computerized maintenance management system (CMMS); experience supervising trade and housekeeping employees; experience using centralized computer-controlled building controls for HVAC and lighting; experience with Microsoft Office applications such as Word and Excel and knowledge of database applications such as Event Business Management System (EBMS).

Special Requirements

All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.

Positions within this class have been designated as Alpha I positions requiring employees to work during inclement weather, regardless of the City's operational status.

Must complete training and obtain certification in Defensive Driving; First Aid/CPR/AED; and Trained Crowd Manager by the end of the probationary period. Certifications must be maintained for the duration of employment in this classification.

Knowledge-Skills-Abilities Required to Perform Satisfactorily

A. Knowledge

1. Knowledge of the operation of public assembly facilities relating to operations, event coordination, crowd management and risk reduction.
2. Knowledge of public administration and human resource management principles.
3. Knowledge of Convention Center maintenance, housekeeping, event set-up, production, landscape services, and exhibitor service delivery.
4. Knowledge of technical composition, resource identification and management with emphasis on consumer shows, conventions, trade shows, and banquets.
5. Knowledge of emergency response and plan development for large facility.
6. Knowledge of the laws, rules and regulations regarding the operation and conduct of events.
7. Knowledge of convention center safety standards.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

Assistant Convention Center Manager #02405

8. Knowledge of goal and program-oriented budgeting, productivity analysis and strategic planning principles and techniques.
 9. Knowledge of customer relations and communications.
 10. Knowledge of team dynamics required to build, facilitate and coach teams.
 11. Knowledge of generally accepted accounting principles and governmental accounting standards as promulgated by recognized organizations.
 12. Knowledge of City ordinances and policies governing departmental programs/operations.
 13. Knowledge of administration, organization and functions of municipal government.
- B. Skills
1. Skill in communicating with employees, vendors, outside agencies and other facility stakeholders, both orally and in writing, covering both technical and non-technical subjects.
 2. Skill in quickly assessing resource, demands, and policy implications of pending issues.
 3. Skill in contract negotiations.
 4. Skill in writing complex technical bid specifications.
 5. Skill in human, material and capital resource management.
 6. Skill in planning, directing and supervising employees.
- C. Abilities
1. Ability to issue and follow oral and written instructions.
 2. Ability to develop, modify and implement operational policies and procedures.
 3. Ability to make independent policy decisions and to advise others on policy and procedural matters.
 4. Ability to logistically organize resources for a complicated annual event schedule.
 5. Ability to thoroughly review each event with emphasis on detail and services.
 6. Ability to manage stressful situations.
 7. Ability to establish and maintain effective working relationships with employees, industry partners, as well as public and City agencies.

Working Conditions

The below stated working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.

Physical Requirements: *Physical refers to the requirement for physical exertion and coordination of limb and body movement.*

Requires sedentary work that involves walking or standing some of the time and involves exerting up to 20 pounds of force on a regular and recurring basis and routine keyboard operations.

Mental Requirements: *Mental refers to the degree that the job involves cognitive activities, and use of mental processes*

Performs specialized technical and professional work requiring general understanding of operating policies and procedures and their application to problems not previously encountered; applies specialized technical or professional principles and practices; uses a wide range of administrative methods in the solution of problems; and requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressures.

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Assistant Convention Center Manager #02405

Environmental Conditions: *Environmental refers to job conditions inherent to the job setting, including those that may lead to injury or health hazards even though precautions have been taken.*

The job may risk exposure to traffic. Work at heights up to 100' using ladders, platforms, scaffolding or hydraulic lifts; work on curved and/or slanted roofs; work in confined spaces.

Sensory Requirements: *Sensory refers to hearing, sight, touch, taste, and smell required by the job.*

Normal visual acuity, and field of vision, hearing and speaking.

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