Employment Opportunities

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Metro | *Metropolitan Exposition Recreation Commission*

Director of Event Services

Oregon Convention Center

General recruitment

Status:	One full-time position
Work location:	Oregon Convention Center 777 NE Martin Luther King Jr. Blvd, Portland, OR
Salary range:	$62,400 - $93,600 annually This position is not represented and is exempt
Recruitment number:	OCC-8302-Aug10
Extended application deadline:	September 8, 2010

*This position participates in MERC's merit-based compensation program.

Please carefully follow application procedures at the end of the announcement.

Position summary

Direct, manage and oversee the overall operations of events and guest services and the activities of staff involved in providing the services for all events held at the Oregon Convention Center. These areas of oversight include but are not limited to; event management, parking, ticketing and the volunteer program. Plan, develop and implement department goals and objectives. Develop and implement appropriate policies, programs and services. Serve as member of the senior management team.

Essential job duties

An employee in this position must be able to perform all of the essential job duties listed below with or without reasonable accommodation; however, this list is not intended to include all of the specific tasks which an employee in this position may be expected to perform.

- Direct, manage and oversee all aspects of events and guest services and initiatives to enhance revenue through returning business and reducing expenses.
- Manage and supervise the activities of event managers, account executives and the guest service manager (ticketing, parking and volunteers); manage and oversee event planning, liaison services, staffing and event communication.
- Review and assign newly booked business.
- Review and approve event documentation and final event settlement.
- Ensure all guest service areas are fully functioning at top performance levels.
- Develop and implement department goals and objectives, and policies and priorities of department programs, projects and functions.

- Plan, direct, coordinate and review department work plan; monitor and evaluate the effectiveness and efficiency of processes, methods and procedures; oversee and coordinate the activities of contracted services.
- Develop, implement and manage department budget; forecast additional funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; implement adjustments as necessary.
- Meet with key clients, assisting sales team with maintaining relationships and serving as primary contact for negotiated contracts; provide advice and guidance in developing appropriate solutions to meet client needs.
- Support facility bookings by assisting with site tours and meeting with potential clients for large events to sell them technical services packages and assure them of the facility's capability to effectively produce large, complex events.
- Lead internal cross-departmental collaboration to meet client needs; act as liaison between events and guest services departments and other departments to ensure quality of services provided and resolve conflicts.
- Provide customer service to clients; offer information on available services; research and resolve discrepancies in settlement and billing documentation. Take the lead in addressing client disputes with the support of the senior management team.
- Ensure the automated event information management system is accurately updated.
- Evaluate staff skill levels and provide additional training and monitoring as necessary.
- Participate on various committees and in marketing events.
- Ensure compliance with codes, ordinances, regulations, and other requirements, including but not limited to, Owner Controlled Insurance Program (OCIP), Leadership in Environmental and Energy Design Certification (LEED), OSHA, City of Portland Fire Marshal's Office, and Traffic Control.

Secondary Functions:

- Represent OCC in the media and to the general public; address and respond to questions and provide information as to the services offered at OCC.
- Conduct inspections of building(s) and grounds for appearance and event readiness.
- Provide tours of facility as needed to clients and potential clients.
- Backfill for subordinate staff at events.
- Performs other duties assigned which may be necessary or desirable to support the organization's success.

Minimum requirements

Bachelor's Degree in sales, marketing, business administration or a related field, and a minimum of six (6) years of experience coordinating events for a public assembly facility, and a minimum of three (3) years of supervisory or management experience, or an equivalent combination of education, experience and training that would provide the knowledge, skills, and abilities required for the successful performance of the essential job duties.

Knowledge, skills, and abilities

- Knowledge of operations, services, and activities of a convention center or related facility.
- Knowledge of organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.
- Knowledge of principles, procedures, methods, and techniques of event management.
- Knowledge of principles, procedures, methods, and techniques of parking and ticketing services.
- Knowledge of management concepts to engage staff towards business like processes, customer service, and solution focused procedures.
- Ability to hold staff accountable for all activities surrounding management of clients, building policies and procedures and goals of the facility.
- Ability to make good decisions under pressure and within critical time constraints related to event and facility needs.

- Knowledge of principles and practices of accounting, budget preparation and controls.
- Skill in public speaking and presenting information and ideas to individuals and in group settings.
- Ability to work effectively with information management systems, and adapt quickly to system changes and updates.
- Ability to analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Ability to lead and manage staff and resources in an effective and efficient manner.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to establish and maintain effective, cooperative working relationships with those contacted in the course of work.
- Ability to work various hours, including evening, weekends, and holidays.

Alcohol/Drug: MERC conducts testing for alcohol/prohibited drugs in accordance with MERC Personnel Policies Section 12.9.
Benefits: Metro provides generous health care benefits that vary depending on the plan the employee chooses, bargaining unit affiliation, and employment status. Metro participates in the Public Employees Retirement System (PERS).
Immigration law notice: Only US citizens and those authorized to work in the United States will be hired. All new employees will be required to complete and sign an employment eligibility form and present documentation verifying identity and employment eligibility.
Equal employment opportunity: All qualified persons will be considered for employment without regard to race, color, religion, sex, national origin, age, marital status, familial status, gender identity, sexual orientation, disability for which a reasonable accommodation can be made or any other status protected by law. Assistance will be gladly provided upon request for any applicant with sensory or non-sensory disabilities.
Veterans' preference: Under Oregon Law, qualified veterans may be eligible for veteran's preference in application for Metro/MERC positions. If you are a veteran, or disabled veteran, and would like to be considered for a veteran's preference for this job, check the appropriate box on the Metro employment application. **To qualify**, veterans must provide appropriate documentation along with their application materials before the application deadline date listed on the job announcement: Veterans: Submit 1) a completed Metro Veterans' Preference form and 2) a copy of your DD-214 or DD-215 indicating discharge status. Disabled Veterans: Submit 1) a completed Metro Veterans' Preference form, 2) a copy of your DD-214 or DD-215 indicating discharge status and 3) your public employment preference letter from the US Department of Veterans' Affairs.

Application procedure

This position opens to general candidates on August 17, 2010.

To apply, submit the following

1. Metro standard application form
2. Responses to the required supplemental questions listed below
3. Resume, including dates of employment
4. Cover letter describing your experience as it directly relates to the duties of this position

Note: If you do not include all of these materials, your application will be incomplete and will not be considered.

Required supplemental questions

- All applicants must submit a written or typed response to each of the following.
- The responses must be addressed individually and be included with the application on a separate sheet(s).
- Write your telephone number, including the area code, in the upper right corner of each page, but not your name.
- Your responses will be used as part of your application evaluation.

1. **Define customer service.**
2. **Describe your management philosophy as it relates to managing/motivating people.**
3. **What is the single most appealing aspect of this position, and why?**
4. **What are three key things you think will determine your success in this position?**

Submit your application

Extended deadline:	5 p.m., September 8, 2010
E-mail:	jobs@oregonmetro.gov Please include the word "Application" in the subject line of your e-mail. Electronic attachments must be in MS Word or PDF format. We are unable to download ZIP files.
Mail or drop off:	Metro Human Resources Department 600 NE Grand Ave, Portland, OR 97232
Fax:	503-797-1798

Important notes about your application

- Applications received after the deadline will not be considered.
- The date and time of our e-mail/fax system will be used to determine if application materials are received by 5 p.m. on the deadline.
- Any unsolicited materials will not be considered. All materials submitted become the property of Metro and will not be returned.

Follow-up

After the application deadline, it usually takes about three to four weeks before the hiring manager selects those individuals who will be interviewed. You can find out the status of a position for which you've applied by: (1) calling the job hotline at (503) 797-1777 and listening for the recruitment update prompt; (2) accessing Metro's website at www.oregonmetro.gov/jobs and clicking on the Recruitment Status Updates link. Weekly recruitment status updates will be posted on the job hotline and web site every Friday.

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