
Announcing an internal and general recruitment for

General Manager of Visitor Venues



 Metro | *People places. Open spaces.*

Oregon Convention Center
Portland Center for the Performing Arts
Portland Metropolitan Exposition Center
Oregon Zoo

www.oregonmetro.gov/jobs

About Metro

Metro, the regional government that serves 1.5 million people who live in the 25 cities and three counties of the Portland metropolitan area, provides planning and other services that protect the nature and livability of our region.

About Metro venues

Metro's venues serve as a catalyst for community, cultural and economic development for Oregon and the Portland region. Metro seeks to enhance cultural and economic vitality through sound leadership and expert management of public event venues including the Oregon Zoo, Oregon Convention Center, Portland Center for Performing Arts, and Portland Metropolitan Exposition Center. These venues host 2 million people at 1,800 events each year generating significant economic return and offering a wide range of experiences for visitors and residents that contribute to making the region a great place.



Employment opportunity

General Manager of Visitor Venues

This is an exciting opportunity for a politically astute leader to create a new vision for Metro's visitor venues. The General Manager is charged with creating a master plan, identifying new and innovative revenue opportunities, uncovering the synergies of Metro's world class venues and building strategic and durable partnerships with public and private leaders and organizations. If you are passionate about arts, culture, conservation and the sustainability of business operations, this opportunity will challenge you to define a leadership role in a dynamic agency and make a positive impact on the culture and business climate of the region.

Position summary

The General Manager works in collaboration with the Metro Council, Metropolitan Exposition Recreation Commission and Metro senior leadership team to develop and execute the vision of each venue and the agency. The General Manager provides leadership to venue directors and other managers for implementing strategies and goals with a concentration on efficient internal management and developing external relationships. The General Manager manages the growth of revenue generating enterprises and operates at a high level of engagement with various public officials and public and private organizations. The General Manager is accountable, through the Metro Chief Operating Officer, to the Metro Council and works closely with the MERC commission and the Oregon Zoo Foundation to lead, develop and manage the organization.

Status:	One full-time position
Work location:	600 NE Grand Ave., Portland, OR 97232
Salary range:	\$136,148 – \$197,428 annually <i>This position is not represented and is exempt.</i>
Recruitment number:	COO-1481-0210
Application deadline:	March 31, 2010

Essential 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.

- Works with the commission and venue directors to develop and implement vision and strategies. Leads venue directors and other assigned staff to develop and implement short and long-term strategies and goals with concentration on internal management and external relationships. Provides organizational excellence and responsiveness to stakeholders and customers.
- Manages overall venue financial performance, including delivering against budgeted enterprise revenue targets and managing associated costs.
- Sets agency direction for sustained financial performance and seeks out new and enhanced revenue sources to ensure long-term financial stability. Working in conjunction with the Metro Chief Operating Officer, oversees the establishment of disciplined and effective financial management and reporting.
- Establishes and facilitates a collaborative relationship with Metro senior leadership team, Metro Council and the commission.
- Works with the commission to establish policies, including business development, strategic plans and policies regarding the operation and marketing of facilities.
- Serves as a catalyst in raising the visibility and viability of assigned venues with respective stakeholders, clients, elected officials and business community partners through strategic insight and leadership.

- Working with the Metro senior leadership team and assigned staff, leads the development of public and private business opportunities in line with the strategic plan. Manages risks, identifies issues, drives critical decisions to success and communicates key issues.
- Works with the commission to coordinate the development and preparation of the annual budget.
- Oversees the zoo director to ensure the zoo meets its goals and objectives, including maintaining effective relationships with the Oregon Zoo Foundation and Metro Council.
- Oversees assigned venue directors and staff by developing effective management practices and has ultimate responsibility for the management of existing venues including the recruitment, development, evaluation, termination and retention of qualified employees.
- Working with Metro and assigned staff, leads the development and execution of marketing programs in line with the strategic plan.
- Trains, motivates and evaluates venue executive personnel and assigned staff.
- Performs related duties as assigned.

Minimum requirements

Bachelor's degree with major course work in business or related field; a minimum of 10 years of progressive experience in an executive management role demonstrating leadership, strategic planning and growth of a multi-venue enterprise in the hospitality, tourism, retail or visitor industries; experience reporting to a policy-setting nonprofit or elected board; or any combination of experience and education that provides the necessary skills, knowledge and ability to perform assigned tasks.

Working conditions

Evening meetings are required. Some out-of-town travel is required.

Knowledge, skills and abilities

- Knowledge of fiscal management, including budget preparation, expenditure control and recordkeeping.
- Knowledge of economic development and marketing as it pertains to tourism, cultural attractions and convention and exposition industries.
- Knowledge of current social, political and economic trends and operating issues of local government.
- Knowledge of the dynamics and transparency associated with a public entity.
- Skill to build strong executive and management teams.
- Skill to build and maintain a strong, entrepreneurial corporate culture.
- Skill to work collaboratively with multiple leadership interests and stakeholders.
- Skill to promote ongoing sales efforts and venue management opportunities.
- Skill to build partnerships and manage relationships between public and private entities.
- Ability to think strategically, understand industry trends and dynamics, and visualize and develop short and long-term plans.
- Ability to demonstrate integrity, ideas and performance consistent with Metro policies and practices.
- Ability to display a strong public presence and motivate and inspire people at all levels.
- Ability to recognize synergy points across venues and leverage resources.
- Ability to demonstrate strong business acumen and be results oriented.
- Ability to be innovative, creative and entrepreneurial.
- Ability to demonstrate superior organizational leadership.
- Ability to work flexible hours, including evenings, weekends and holidays.

Application procedure

To apply, submit the following:

1. Resume, including dates of employment.
2. Cover letter describing your experience as it directly relates to the duties of this position.
3. Metro standard application form (downloadable from www.oregonmetro.gov/jobs).

All materials submitted become the property of Metro and will not be returned.

Submit your application:

Deadline:

5 p.m. March 31, 2010

Mail or drop off:

Metro Human Resource Department
600 NE Grand Ave., Portland, OR 97232

E-mail:

jobs@oregonmetro.gov

Electronic attachments must be in MS Word or PDF format. Please include the word "Application" in the subject line of your e-mail. We are unable to download zipped files.

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 web site 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.

Metro is an equal opportunity/affirmative action employer.

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), contributing both the employer and employee portion.

Immigration law notice: Only U.S. 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.

Veteran's preference: Under Oregon Law, qualified veterans may be eligible for veteran's preference in application for Metro positions. If you are a veteran, or disabled veteran, and would like to be considered for a veteran's preference for this job, please indicate so in your cover letter. In addition, applicants seeking veterans' preference must complete and submit a Metro Veterans' Preference form with their application materials.