



## CITY OF MINNEAPOLIS

# Event Operations Manager

## Minneapolis Convention Center

### Position Profile

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#### THE COMMUNITY



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Minneapolis is the largest city in Minnesota with a population of over 400,000 and an annual operating budget of more than \$1.3 billion. The City has garnered honors as the best large Midwestern city in which to live as well as one of the nation's safest, most fun and literate cities. Minneapolis is a clean, green and active city that is home to a vibrant arts and culture scene, a thriving business sector, a world class university and major league sports teams. The city is abundantly rich in water; with over twenty lakes and wetlands, the Mississippi river, creeks and waterfalls, many connected by parkways which helps rank Minneapolis among the best cities in which to live.

#### THE POSITION



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The Minneapolis Convention Center is hiring for the appointed position of Event Operations Manager. There is currently one appointed, exempt, full-time vacancy to be filled. The Event Operations Manager supervises the Event Operations department which is responsible for all "housekeeping" tasks that will typically include room set, event and restroom maintenance as well as all facility cleaning. These tasks are performed by a combination of 100 full-time, intermittent and temporary workers. The department's shifts are supervised by seven supervisors who report directly to the Event Operations Manager.

These shifts currently begin between 6:30 AM and 5:00 PM. The Event Operations Manager adjusts their schedule to aide in delivering required levels of service.

Major responsibilities include:

- Provide overall day to day management and supervision to the assigned area, coordinating, planning, and organizing work, and delegating and assigning staff responsibilities to ensure proper workforce levels in supervision and front-line staff in order to complete daily work load and to ensure the overall cleanliness of the facility.
- Manage and lead recruitment, including participating in the interviewing, hiring, on boarding, training, coaching and development of employees.
- Provide leadership for continuous improvement, team building, and participative management efforts, creating and infusing a positive attitude in staff, while rewarding excellent effort and work.
- Responsible for developing and formalizing training and education programs for the training, service level and efficiency of the Event Operations department so that all Event Operations staff have the tools needed to accomplish the department goals.
- Make a positive impact on our guests by collaborating and delivering excellence in our service and facility.
- Responsible for developing and implementing, monitoring and updating employee and operational policies and procedures, with an emphasis on effective, efficient, and high quality service.
- Conduct meetings and training sessions with employees to ensure an understanding of expectations and client needs and expectations in the areas of hospitality, security, and event production, etc.

- Provide a safe environment, free of harassment, for Convention Center employees and ensure compliance with all City policies, applicable OSHA standards and local, state and federal laws.
- Conduct facility tours and meetings with clients and potential clients, and employees to demonstrate building capabilities and provide or develop planning information for events and shows, and to promote sales at the Convention Center.
- Develop and maintain relationships with, coordinate and manage activities and act as liaison with external clients, vendors, City departments, private firms, support service contractors and Meet Minneapolis to facilitate communication and coordination with facility events and operations.
- Assist in the preparation and monitoring of the Event Operations budget including determining capital needs, providing expenditure projections, and reviewing approving purchases.
- Co-Leads the Teamsters Labor Management Committee with Teamster representative.

## THE CITY



### THE CITY

Working for the City of Minneapolis is an opportunity to be part of an ongoing commitment to excellence. City leaders take pride in tackling issues and seeking innovative solutions to make the city an even better place in which to live, work and learn. Grow your career with a growing and vibrant world-class city. What sets Minneapolis apart?

- We have a robust and diverse economy, with industry and businesses of all kinds.
- We're a racially diverse city, home to large immigrant and native communities.
- We are an inclusive city, with a strong LGBT scene.
- We're known as one of the most bicycle-friendly cities.
- We love the arts: Minneapolis is among the most creatively vital metropolitan areas in the country.

## REQUIREMENTS



### REQUIREMENTS

- ❖ Bachelor's degree with emphasis in Business, Management, Hospitality, or a related field.
- ❖ Five years of experience in a related capacity at a major convention center or large public assembly facility in either an administrative, managerial or supervisory role with experience in event setup and changeover, maintenance and facility cleaning.
- Thorough knowledge of leadership techniques and motivation, administrative and operational policies, convention center production, event set up, event coordination, and event software.
- Demonstrated supervisory and leadership skills.
- Ability to interact with fellow employees, clients, the general public and outside vendors.
- Ability to work irregular schedules which includes nights, days, weekends, and holidays. Adjustments to shifts, breaks, etc, may be required upon short notice.
- Ability to stand or walk for long periods of time.
- Ability to maintain a high public image and positive attitude and demeanor.
- Good oral and written communication skills.
- Knowledge modern personnel administration and human resource management.
- Experience in policy and procedure development and implementation.
- Good interpersonal skills
- Knowledge of budgeting and procurement.
- Thorough knowledge of exhibitor services; outside vendor contract administration; telecommunications; exhibitor utility needs (high and low voltage electricity, internet service providers, video signage sales and operation) and building system technology infrastructure relating to the technology services department (audio, lighting and video support systems).
- Good analytical, creative and negotiation skills.

COMPENSATION

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This is an appointed position with competitive compensation. Salary is based on qualifications with a salary range of \$92,214 - \$109,551 per year. The benefits package includes medical and dental coverage, a health and wellness program, health reimbursement accounts, flexible spending accounts, pension plans and deferred compensation retirement savings, vacation and sick leave, and 11 paid holidays. See link for more information: [www.ci.minneapolis.mn.us/jobs](http://www.ci.minneapolis.mn.us/jobs).

TO APPLY

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An application, cover letter and resume are required. Applications must be received by the July 29, 2016. Visit [www.ci.minneapolis.mn.us/jobs](http://www.ci.minneapolis.mn.us/jobs) and look under “Current Job Openings” to learn more and to apply.

The City of Minneapolis is an equal opportunity affirmative action employer committed to a culturally diverse workforce. We encourage applications from all individuals including persons with disabilities, persons of color, veterans, LGBT and women.

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*Creative, collaborative, courageous people shaping the future of Minneapolis.*