THE CITY OF LOS ANGELES   CIVIL SERVICE COMMISSION

CLASS SPECIFICATION

5-14-99   **EVENT SERVICES MANAGER, 3170**

Summary of Duties: An Event Services Manager plans, coordinates and directs the provision of space and services to clients, exhibitors, and the public through professional event coordinators and technical support staff; directs through subordinate supervisors, event set-up, special services, and parking services for the Los Angeles Convention Center and the Staples Center Arena, applies sound supervisory principles and techniques in building and maintaining an effective work force; fulfills affirmative action responsibilities; and does related work.

Distinguishing Features: It is expected that this position will be hired exempt from Civil Service under the provisions of Charter Section 111. An Event Services Manager is responsible for overseeing the daily operations of the Event Services Division and event coordinators for the Los Angeles Convention Center, and management and coordination between the Staples Center Arena and other City departments. Assignments are received in terms of broad objectives, and the incumbent is given latitude in the determination of activities and methods to achieve those objectives. The incumbent is responsible for supervising a group of professional, technical, and clerical employees, and is fully responsible for their work and the work of their subordinates.

An Event Services Manager is responsible for the performance of the full range of supervisory activities including the application of discipline, training, processing and resolution of grievances, evaluation of performance, and administration of Memoranda of Understanding.

Examples of Duties: An Event Services Manager:

- Plans, organizes, and supervises through subordinate supervisors, the work of the Event Services Division;
- Oversees the event operation requirements for events staged at the Convention Center;
- Provides management direction and assures overall effectiveness of the Parking Division in meeting performance and revenue objectives;
- Assures coordination of all aspects of event planning for the Convention Center and Staples Center Arena;
- Recommends and develops event operation policies and procedures;
- Assures the proper and timely distribution of facility related client materials including rules and regulations, policies, and exhibitor requirements;
- Prepares the Event Services Division annual budget;
- Evaluates and recommends approval for the purchase of equipment and supplies;
- Maintains close working relationships with Convention Center users, service contractors, and event suppliers;

- Represents management at meetings with Convention Center clients;
- Selects, trains, and evaluates Event Services Division employees;
- Advises and coordinates with management the processing and resolution of employee grievances;
- Applies a variety of techniques to fully utilize the skills and potential of subordinate employees;
- Maximizes productivity through effective communication with and motivation of subordinate employees;
- Communicates equal employment/affirmative action information to employees;
- Assists subordinate employees in preparing for promotion as described in the City's Affirmative Action Program.

May occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications: Incumbents must have the following knowledges and abilities:

A good knowledge of:

- Principles and practices of the management of public event facilities;
- Event Operations for major conventions, trade shows and public events;
- Content and legal requirements of facility contracts;
- Business practices as they affect the use of public event facilities;
- Effective safety principles and practices;
- Principles and practices of supervision, including planning, delegating, reviewing, and controlling the work of subordinates;
- Techniques for counseling, disciplining, and motivating subordinate personnel;
- Procedures for grievance handling.

A working knowledge of:

- Laws and regulations relating to equal employment opportunity and affirmative action;
- Budgetary methods.

A general knowledge of:

- City Personnel rules, policies, and procedures;
- Memoranda of understanding as they apply to subordinate personnel.

The ability to:

- Manage through subordinate supervisors;
- Plan, coordinate, and direct the successful execution of events;
- Recommend, develop, and evaluate effective polices and procedures for the operation of a large public assembly facility;
- Resolve budgetary and personnel problems;
- Use sound judgment and take appropriate action in emergency situations;
- Deal tactfully and effectively with elected officials, Commissioners, contractors, subordinates, and the public;

- Communicate effectively orally and in writing;
- Develop subordinates through performance feedback, and motivate subordinates to maximize productivity;
- Establish and maintain a work environment to enhance both employee morale and productivity.

Minimum Requirements: Three years of full-time paid experience in a position supervising professional event services personnel in a convention center, public assembly, major hotel with exhibit and meeting room space or tradeshow organization.

Appointments to positions in this class are subject to a one-year probationary period as provided by Section 109 of the City Charter.

License: Some positions may require a valid California driver's license.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to the disability, and the ability of the hiring department to accommodate the limitation.

> **As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what the duties and responsibilities of any position shall be.**