

CITY OF HELENA



Position Title: Civic Center General Manager

Department: Community Facilities

FLSA: Exempt

The City of Helena is an equal opportunity employer. The City shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

Job Purpose:

This position, under general direction of the City Manager directs, manages, and oversees the activities and operations of the Civic Center including preparation for and overseeing entertainment and community events and activities. In addition, the position plans and oversees facility maintenance and renovation; coordinates assigned activities with other City departments and outside agencies; and provides highly responsible and complex administrative support to the City Manager.

Essential Duties: *These job functions are the essential duties of the position and are not all-inclusive of all the duties the incumbent may be assigned.*

Event Duties:

Plan, promote, coordinate, develop, and schedule entertainment and community events for the Civic Center; ensure the accessibility of the Civic Center to the public; initiate contacts and promote usage of the Civic Center for theatrical and community events.

Develop and maintain relationships with other performing arts venues, artist management groups, and promoters.

Review, organize and coordinate all negotiated contract items required by potential and booked shows so that costs and needs can be best managed.

Manage all day of show arrangements, requirements and technical needs.

Manage all facets of in-house ticketing system including agreements, daily operation and reconciliation. Insure fiscal responsibility for shows.

Represent the venue in settlements with promoters, agents and management groups, providing all expense and revenue costs to insure a fair equitable payment for services and talents rendered.

Manage the operation of theater lighting, sound and rigging systems.

Ensure safety of Civic Center staff, patrons and public when occupying the facility. Report injuries and incidents and participate fully in safety training.

Interpret and apply pertinent federal, state, and local laws, codes and regulations.

Operate building air handling system.

Direct all aspects of in-house programming and promotion including booking entertainment acts and management of associated logistics and financing.

Administrative Duties:

Assume full management responsibility for all Civic Center services and activities including facility maintenance and renovation.

Manage the development and implementation of Civic Center goals, objectives, policies, and priorities for each assigned service area; establish, within City policy, appropriate service and staffing levels; allocate resources accordingly.

Continuously monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; assess and monitor work load, administrative and support systems, and internal reporting relationships; identify opportunities for improvement; direct the implementation of changes.

Represent the Civic Center to other City departments and outside agencies; explain and interpret Civic Center

programs, policies, and activities; negotiate and resolve sensitive, significant, and controversial issues. Identify and respond to community issues, concerns, public request, inquiries and needs.

Select, train, motivate, and evaluate Civic Center personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.

Plan, direct, and coordinate the Civic Center's work plan; meet with staff to identify and resolve problems; assign projects and programmatic areas of responsibility; review and evaluate work methods and procedures.

Manage and participate in the development and administration of the Civic Center budget; direct the forecast of additional funds needed for staffing, equipment, materials, and supplies; direct the monitoring of and approve expenditures; direct the preparation of and implement budgetary adjustments as necessary.

Coordinate Civic Center activities with those of other departments and outside agencies and organizations.

Conduct a variety of organizational studies, investigations, and operational studies; recommend modifications to Civic Center programs, policies, and procedures as appropriate.

Prepare grant applications; administer and oversee the financial and physical implementation of awarded grants.

Participate on a variety of boards and commissions; attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of booking and arranging for entertainment and community events.

Create and administer social media.

Department Duties:

Conduct a variety of organizational studies, investigations, and operational studies; recommend modifications to Civic Center programs, policies, and procedures as appropriate.

Respond to and resolve difficult and sensitive inquiries and complaints.

Coordinate with Community Facilities department for maintenance and repair of boilers, complex electrical and air handling systems as well as major capital projects and renovations.

Essential Knowledge, Skills and Abilities Related to this Position:

Knowledge of:

- Operational characteristics, services, and activities of a comprehensive civic center program.
- Knowledge of best financial principles and practices of the entertainment business.
- Organization and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.
- Modern and complex principles and practices of program development and administration.
- Marketing principles and practices.
- Advanced principles and practices of municipal budget preparation and administration.
- All social media including but not limited to; web pages, Facebook and Twitter.
- Principles of supervision, training, and performance evaluation.
- Modern office procedures, methods and computer software and hardware
- Event booking and promotion

Skill or ability to:

- Provide administrative and professional leadership and direction for the Civic Center.
- Select, supervise, train, and evaluate staff.
- Develop, implement, and administer goals, objectives, and procedures for providing effective and efficient community based programs and building management services.
- Identify and respond to community, City Manager, Civic Center Board of Directors, and City Commission issues, concerns, and needs.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.

- Market and promote the Civic Center.
- Prepare and deliver effective oral presentations.
- Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
- Balance complex subsidiary accounts to general ledgers
- Prepare clear and concise administrative and financial reports.
- Interpret and apply the policies, procedures, laws, and regulations pertaining to assigned programs and functions.
- Provide training for and supervise persons in the principles, practices and techniques of theater lighting, sound and rigging systems.
- Provide training for setup of risers, pipe and drape, sound systems and multifaceted table and chair layouts.
- Communicate clearly and concisely, both orally and in writing.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Physical Demands:

Ability to sit, stand, walk, kneel, crouch, stoop, squat, twist, climb, exposure to noise, outdoors, and confining work space.

Minimum Qualifications (Education, Experience and Training):

This position requires a minimum of Bachelor’s degree from an accredited college with major course work in business administration or a related field, five (5) years of increasingly responsible event and facility management experience **AND** three (3) years of supervisory experience. Other relevant combinations of education and work experience may be evaluated on an individual basis.

License or Certificate:

Must possess a valid driver’s license with acceptable driving record at the time of hire and have the ability to obtain a valid MT driver’s license within six months of hire.

Supervision Received:

Under the general direction of the City Manager

Supervision Exercised:

Direct supervision over technical, maintenance and clerical staff

The specific statements shown in each section of this position description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.