

Oregon State Fair & Exposition Center Position Description

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| JOB TITLE | Office and Administrative Supervisor |
| EMPLOYEE'S NAME | TBD |
| REPORTS TO | Director & CEO |
| DEPARTMENT NAME | Administration & Front Office |

PRIMARY PURPOSE

The Office and Administrative Supervisor reports directly to the Director/CEO.

This position directs, coordinates, manages and/or personally performs all of OSFEC’s day-to-day administrative and financial functions including office management, accounting, budgeting, purchasing, contracting, human resources, risk management and information technology; and directs, coordinates and manages specific State Fair operational activities including paper room, admissions, customer service and credentials. The ultimate purpose of this position is to develop and implement effective administrative and policies and procedures that will significantly contribute to OSFEC’s growth, financial profitability and administrative management.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Key Overall Responsibilities

- Assists the Director/CEO with matters related to the overall success of the organization.
- Develops and implement goals, objectives, policies and procedures related to assigned responsibilities. Assists in the development and implementation of long and short-term strategic and organizational plans.
- Builds and maintains positive working relationships with members of the management team, employees, contractors, other resources and the public using principles of professionalism and excellent customer service.
- Recommends the appointment of personnel; provides or coordinates staff training; conducts performance evaluations; suggests and assists with discipline procedures as required; maintains high standards necessary for the efficient and professional operation of the OSFEC.
- Researches and prepares technical and administrative reports, correspondence, and other written communication.
- Communicates, verbally and in writing, in a diplomatic manner with clarity and professionalism. Maintains a welcoming environment and demeanor while serving guests in person, on the phone or via email.
- Ensures the front office provides a welcoming and professional environment.
- Organizes and maintains an electronic and hard copy filing system to store OSFEC records pertaining to this position. Trains assigned staff to proficiently maintain filing systems and operate pertinent software programs.
- Performs a wide range of management level administrative, financial and operational responsibilities that cross all OSFEC Departments.
- Coordinates assigned OSFEC and State Fair responsibilities and activities with other OSFEC departments.

Administration

Accounting, Auditing & Reporting

- Directs, coordinates, and/or personally performs bookkeeping and accounting activities including accounts receivable, accounts payable, and payroll. Works directly with the bookkeeper as needed.
- Develops, implements, modifies and documents recordkeeping and accounting systems to conform to OSFEC accounting policies. Prepares forms and manuals for accounting, purchasing and recordkeeping

procedures. Ensures that all accounting records are maintained including required authorizations, and accuracy and completeness of supporting documentation.

- Prepares financial reports and ensures that financial statements are fair, complete, accurate, and in compliance with generally accepted accounting principles (GAAP).
- Compiles and analyzes financial information detailing assets, liabilities, and capital.
- Coordinates relationships with banks, other financial institutions, bookkeeper and auditors.
- Regularly compiles and distributes financial management reports as directed by the Director/CEO including but not limited to detailed monthly reports of revenues and expenses, department transaction reports for review and verification by the department Directors, revenue projection reports, and cash flow analysis.
- Analyzes business operations, trends, costs, revenues, financial commitments, and obligations. Projects future revenues and expenses. Reports to management team regarding the finances of the OSFEC.

Revenue Control

- Develops revenue controls and procedures for review and approval by the Director/CEO designed to adequately and accurately collect, safeguard, record, deposit, and report all revenue received by OSFEC.
- Assists other Directors, department managers, and supervisors, as necessary, in the training of employees regarding approved revenue controls and procedures.

Budgeting

- Assists the Director/CEO with and oversees the development, planning, organizing and management of the OSFEC budget, including budgets for the various OSFEC and State Fair departments.
- Works cooperatively with the OSFEC Director/CEO to develop an annual budget for the assigned areas of responsibility and make recommendations regarding modifications to the budget.
- Monitors budgets of all assigned programs to ensure that revenue goals are met and expenditures do not exceed the annual budget for each program category.
- Works with other Directors, managers, supervisors and contractors to develop department budgetary requirements and limitations, and ensures that other Directors, department managers, and supervisors manage within their respective budgets and delegated spending authorities.

Purchasing & Contracting

- Develops purchasing policies and procedures for review and approval by the Director/CEO.
- Maintains records of purchases, shipments, and matters involving services and supplies contracted for the OSFEC.
- Develops and implements contracting procedures that ensure the OSFEC is getting quality contracted services and products at a fair price. Develops competitive processes that enable the OSFEC Directors and managers to select contractors that best meet the needs of the departments and OSFEC.
- Develops solicitation documents for contracted services as required in OSFEC's Procurement Policy.
- Develops contracts for services requiring competitive solicitation.
- Creates and updates contract templates necessary for facility rentals, commercial exhibitors, food and beverage concessions, professional services, sponsorships, and trade partnerships.
- Oversees and assists other directors and department managers as necessary with completion of contracts using contract templates.
- Maintains original signed copies and records of all contracts and leases, as well as making electronic copies of all contracts and leases available and accessible on the system server.
- Assists Director/CEO, other Directors and department managers as needed to ensure contract compliance, review contract performance, and create contract addenda.
- Creates and implements a process to track contracts and insurance certificates. Reviews contracts and certificates for accuracy and completeness. Communicates with contractors and staff as to missing or inaccurate information.

- Ensures that other Directors, department managers, and supervisors manage within their respective delegated purchasing and contracting authorities and in compliance with approved policies and procedures.

Risk Management

- Ensures compliance with OSFEC’s requirements for insurance, indemnification, and hold harmless as required by Department of Administrative Services – Risk Management (DAS-RM), and the State of Oregon.
- Responsible for the OSFEC’s Risk Management and Employee Safety Program in conjunction with the Operations Supervisor. Collaborates with staff and consultants to develop regulatory standards, program objectives and environmental and safety policies. Identifies corrective action strategies and provides periodic status reports to management.
- Works cooperatively with the OSF Public Safety Manager in revising and implementing the Emergency Action Plan for fair and non-fair events.
- Works with the Operations Supervisor to ensure that the following programs that comply with Oregon Occupational Safety and Health Department (OSHA) statutes, administrative rules and recommendations. This list is not all inclusive and may include additional topics in the future as directed by Oregon OSHA:
 - Injury and Illness Prevention Program
 - Assessing and providing the required Personal Protective Equipment
 - Written Hazard Communication Program
 - Accident Investigation Program
 - Vehicle, Forklift, Aerial Device Training and Inspection
 - Golf Cart/ATV Safety Training:
 - Fall Protection Policy
 - Onsite evaluation during the annual Fair and non-fair events to ensure that Directors, managers, supervisors and employees are complying with all aspects of the Oregon State Fair Employee Safety Program.
 - Develop an annual report that evaluates the OSFEC Employee Safety Program and provides recommendations for improved employee safety.
- Monitors and ensures that certificates of insurance for all contracts and leases comply with OSFEC’s requirements, are current with respect to coverage period, limits and endorsements, and are updated as necessary.
- Assists other Directors, department managers, and supervisors with, and ensures timely completion of, reports documenting all accidents, injuries, property damage, claims and potential claims.
- Submits documentation as required by DAS-RM and the State of Oregon regarding accidents, injuries, property damage, claims and potential claims.
- Maintains records of all such documentation, and all related correspondence, legal documents, and other materials.
- Maintains records of all losses and litigation.

Human Resources:

- The overall objectives of this responsibility are to manage employee resources so individuals are scheduled when needed, in appropriate number and within budget constraints; train employees to conduct their duties proficiently, responsibly and safely; and to ensure employees conduct themselves in a professional manner. Also, to take authorized corrective action, jointly with the employment contractor if they are contracted employees, when behavior and/or duties are not being performed to OSFEC’s standards as specified in the OSFEC’s Employee Handbook.
- Provides HR leadership and direction for the OSFEC. Creates and administers human resource systems, practices, policies and procedures. Provides guidance to staff on human resource policies and practices.

- Recommends the appointment of personnel related to assigned responsibilities and programs, provides or coordinates staff training, conducts performance evaluations, and implements discipline procedures as required in conjunction with the Director/CEO.
- Works with Director/CEO to reviews requests from other Directors, managers, and supervisors for temporary staff from the employment contractor to ensure adequate staffing levels while keeping within approved department budgets. Employees provided through the employment contractor must have prior approval by the employment contractor prior to temporary employees starting to work. Confirm that “end of assignment” information for contracted employees is immediately communicated to the employment contractor.
- Responsible for HR compliance (e.g. affirmative actions, FMLA, FLSA). Works with Director/CEO and other Directors, Operations Supervisor, department managers, and supervisors to ensure the employees are trained properly for the work described in their position description and for which the employee is conducting. Updates OSFEC’s Employee Manual, policies and programs to ensure best practices and compliance with all state and federal regulations.
- Works with Director/CEO to develops position descriptions for each type of positions that accurately represents their work at the OSFEC. Conducts recruitment for permanent and seasonal employees. Develops and implements new hire orientation programs and annual HR training to ensure that employees are knowledgeable and in compliance with OSFEC’s rules, policies and programs.
- Responsible for yearly implementation of the Job Fair for hiring for the Oregon State Fair.
- Assists other Directors, department managers, and supervisors with employee recruitment as needed.
- Reviews hiring documents. Gets approval from Director/CEO
- Maintains confidential employee records.
- Administers employee benefits. Responsible for yearly review of benefits and providing recommendations to Director/CEO.
- Coordinates purchasing and distribution of employee and volunteer uniforms, and credentials.
- Responsible for developing and maintaining personnel record keeping systems that comply with State and Federal regulations. Records must be filed and held in an organized system that prevents unauthorized access. Works cooperatively with Portland Payroll to record all employee work hours, sick leave, vacation, etc. Coordinates the effort between Portland Payroll and Personnel Source.
- Develops systems for reporting payroll, sick leave, vacation, overtime and other pertinent information to the Director/CEO, managers and supervisors. Completes, verifies and processes payroll forms and submits them for payment in a timely manner. Provides summaries and reports to the Director/CEO monthly or on an as-needed basis.

Information Technology Management

- Coordinates with IT Firm the effective and efficient installation, maintenance, protection, security and use of OSFEC’s telephonic, computer, networking, and electronic data storage systems.

State Fair Activities

- Organizes, directs and coordinates specific State Fair operational activities including paper room, admissions, front office, customer service, etc. Works with Front Office Lead on streamlining processes of front office.
- Monitors department budgets and guides managers and supervisors on maintaining budget limitations.
- Requires managers and supervisors of assigned areas of responsibility to provide annual department operational manuals that provide for consistent operations that adhere to policies and procedures.
- Develops admission and credential policies and procedures for review and approval by the Director/CEO.
- Works with Front Office Lead to create and/or purchases admission tickets and credentials consistent with approved policies and procedures.

- Works with Front Office Lead to creates and/or purchases other credentials and tickets including but not limited to vehicle and RV credentials, parking tickets, and hospitality tickets
- Works with Front Office Lead to create and implement systems for issuing, tracking, and auditing all credentials and tickets.

Supervision

- Directly supervises Front Office Lead, a number of OSFEC full-time, part-time, temporary employees, volunteers and OSFEC contractors over a wide variety of disciplines to accomplish and fulfill the assigned functions and responsibilities.
- Communicates responsibilities and deadlines in advance to assigned staff and contractors.
- Provides coaching and training to improve employee performance. Makes recommendations to Director/CEO for corrective action, if necessary, and provides written documentation of any corrective action. For all employment contractor employees, corrective action and written documentation must be coordinated and approved by employment contractor manager prior to any action being taken.

Other Duties as Assigned

- Perform additional duties as assigned by the Director/CEO.

MINIMUM QUALIFICATIONS AND EXPERIENCE

- Any combination of education and experience equivalent to the successful completion of a Bachelor’s degree from an accredited college or university and five years of increasingly responsible experience in fair, event or exhibition management, including two years of supervisory responsibility.
- Must pass criminal and financial background check.
- Must enter into a non-disclosure/confidentiality agreement.
- Courses are beneficial and encouraged that enhance the professional development of the employee, such as courses offered by the IAFE Institute of Fair Management, Western Fairs Association, Oregon Fairs Association, Cascade Employers Association, and others.

SPECIALIZED EQUIPMENT & SOFTWARE PROGRAMS

- Microsoft Outlook, Word, Excel
- QuickBooks or other comparable financial software
- Adobe Sign
- Business phone system

PHYSICAL DEMAND

- **The physical effort typically applied in this job includes (check all applicable boxes):**

| | | | |
|--|----------------------------------|------------------------------------|---|
| <input checked="" type="checkbox"/> Lifting | <input type="checkbox"/> Pulling | <input type="checkbox"/> Reaching | <input checked="" type="checkbox"/> Manipulating |
| <input checked="" type="checkbox"/> Carrying | <input type="checkbox"/> Pushing | <input type="checkbox"/> Shoveling | <input checked="" type="checkbox"/> Keying/typing |
| <input type="checkbox"/> Other (specify) | | | |

- **Typical lifting and the frequency of application:**

| Amount of Effort Applied | % of Time Effort is Applied | | | |
|--------------------------|-----------------------------|------------|------------|---------------|
| | Less than 15% | 15% to 40% | 40% to 70% | More than 70% |
| Less than 1lb. | | | | X |
| Between 1 & 5 lbs. | | | X | |
| Between 5 & 25 lbs. | | X | | |
| Between 25 & 60 lbs. | X | | | |
| More than 60 lbs. | X | | | |

- The typical work positions for this position (check those applicable):

| | | |
|---|--|---|
| <input checked="" type="checkbox"/> Sitting | <input checked="" type="checkbox"/> Standing | <input checked="" type="checkbox"/> Walking |
| <input type="checkbox"/> Stooping | <input type="checkbox"/> Bending | <input type="checkbox"/> Confined |
| <input type="checkbox"/> Other (specify) | | |

MENTAL OR VISUAL DEMAND

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| <input checked="" type="checkbox"/> | Concentrated mental and/or visual attention; the work involves performing complex tasks to very close accuracy and quality specifications; or a high degree of hand and eye coordination for sustained periods. |
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WORKING CONDITIONS

- Identify the kinds of disagreeable elements incumbent would typically be exposed to in the work area (check all applicable boxes):

| | | | |
|---|---|--|--|
| <input type="checkbox"/> Dust | <input type="checkbox"/> Dirt | <input checked="" type="checkbox"/> Heat | <input checked="" type="checkbox"/> Cold |
| <input type="checkbox"/> Fumes | <input checked="" type="checkbox"/> Noise | <input type="checkbox"/> Vibration | <input checked="" type="checkbox"/> Rain |
| <input checked="" type="checkbox"/> Sun | <input type="checkbox"/> Other, specify | | |

- Position’s physical surrounding description:

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| <input checked="" type="checkbox"/> | Work is typically performed under reasonably good working conditions; while exposure to any or all of the above elements may occur, such exposure is generally not present to the extent of being disagreeable. |
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OSFEC EMPLOYEE HANDBOOK

- The employee is required to read, sign and comply with the OSFEC Employee Handbook. The employee agrees to comply with all rules and policies outlined in the OSFEC Employee Handbook regardless whether they are conducting work on the OSFEC property or representing OSFEC at locations away from OSFEC property.

ATTENDANCE

- The individual holding this position must comply with the attendance requirements as specified in the Employee Handbook under “Punctuality and Regular Work Attendance.”

SAFETY

- The employee in this position is expected to comply with company safety standards as specified in the OSFEC Employee Handbook and the General Safety Procedures provided. JSA attached.

DRIVING

- This position may be required to drive their personal vehicles, if so, the employee will provide to the Director/CEO proof of valid insurance in amounts specified by the Director/CEO or his designee. If driving is required, the employee must possess a valid Oregon driver’s license.
- Does this position require the employee to drive on company business? Yes No

| Amount of Driving in this position | % of Time Driving | | | |
|------------------------------------|-------------------|------------|---------|------|
| | Less than 10% | 10% to 30% | 30%-70% | 70%+ |
| % Driving Monthly | x | | | |

FLSA STATUS

- Exempt - Salaried – Not Eligible for Overtime

EEO CLASSIFICATION - This section should be completed by the Human Resources Department. It classifies positions for specific state and federal reporting requirements.

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| <input type="checkbox"/> Executive/Senior Level Managers (1.1) | <input checked="" type="checkbox"/> First/Mid-Level Managers (1.2) | <input type="checkbox"/> Professional (2) | <input type="checkbox"/> Technician (3) |
| <input type="checkbox"/> Sales (4) | <input type="checkbox"/> Administrative Support Workers (5) | <input type="checkbox"/> Craft Worker (6) | <input type="checkbox"/> Operative (7) |
| <input type="checkbox"/> Laborer (8) | <input type="checkbox"/> Service Worker (9) | | |