

# Oregon State Fair & Exposition Center Position Description

<b>JOB TITLE</b>	Operations Supervisor
EMPLOYEE'S NAME	TBD
REPORTS TO	Director of Expo Center Events, Operations and State Fair Vendors
DEPARTMENT NAME	Operations

**PRIMARY PURPOSE**

The Operations Supervisor reports directly to the Director of Expo Center Events, Operations and State Fair Vendors directly under the direction of the Director/CEO.

This position directs, coordinates, manages and/or personally performs all of OSFEC’s day-to-day operational functions including facility and equipment maintenance, and deferred maintenance and capital construction projects; and directs, coordinates and manages specific State Fair operational activities including pre/post-fair production, parking, camping, and janitorial/grounds cleanup. The ultimate purpose of this position is to develop and implement effective operational policies and procedures that will significantly contribute to OSFEC’s growth, financial profitability, and effective operation and preservation of the facilities and grounds at OSFEC. This position requires a hands-on approach working directly with the Operations team.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

**Key Overall Responsibilities**

- Participates in assisting the Director of Operations and 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 other members of the management team, Operations 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; assists in conducting performance evaluations; assists in implementing 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 professional environment and demeanor while serving guests in person, on the phone or via email.
- 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 administrative, financial and operational responsibilities that cross all OSFEC Departments.
- Coordinates assigned OSFEC and State Fair responsibilities and activities with other OSFEC departments.
- Works directly with the Operations team to oversee the operations and day-to-day running of the facility.
- Develops relationships with local government personnel such as the Fire Marshal, Code Compliance Officer, Public Works, Traffic and Safety and Police pertaining to the Life and Safety and other lawful operations of the fairgrounds and its facility.

## **Risk Management**

- Responsible, in conjunction with the Administration Supervisor, for the OSFEC's Risk Management and Employee Safety Program. 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.
- Responsible for developing and implementing 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 Directors, department managers, and supervisors with, and ensures timely completion of, reports documenting all accidents, injuries, property damage, claims and potential claims.
- Works with the Director of Operations to submit 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.

## **Physical Plant Operation Management**

- Prioritizes, schedules, assigns, inspects and manages routine maintenance of OSFEC's facilities and including regular inspection and upkeep of buildings, landscaping, gates and fences, roadways, parking lots, utility infrastructure including electrical, plumbing, sewer, natural gas, and fire suppression systems.
- Plans and implements repairs to the facilities including but not limited to carpentry, painting, planting, and plumbing. Works with Project Manager on capital improvement projects.
- Regularly inspects, prioritizes, schedules, documents and manages maintenance and repairs of OSFEC's equipment including but not limited to vehicles, other rolling stock, and other equipment and tools utilized in the performance of facility and equipment maintenance.
- Physically work with Operations team to get projects completed.
- Supervises operations staff (direct hire) and temporary employees provided by personnel contractor. Responsible for assisting with hiring, coaching, performance review and corrective action, if required. Authorizes weekly schedules for direct hires and any required temporary employees.
- Oversees contractors including but not limited to janitorial, electricians, plumbers, landscape contractors, HVAC, cleaning crews, security and sweeping. Works cooperatively with the Director of Operations and

Director/CEO to solicit quotes or bids, negotiate terms and conditions for those services and others as required.

- Identifies, prioritizes and estimates cost of deferred maintenance needs of OSFEC's facilities and equipment, and provides recommendations to the GM regarding project priorities
- Assists with preparation of bid specifications and documents, securing bids, and developing contracts and purchasing materials related to deferred maintenance projects
- Plans, schedules, assigns, inspects and manages deferred maintenance projects approved by the Director of Operations and Director/CEO.
- Manages Janitorial supply inventory and contract. Orders supplies as needed.
- Works directly with alarm company and deals with calls as needed.

### **State Fair Activities**

- Organizes, directs and coordinates specific State Fair operational activities including pre/post-fair production, parking, camping, and janitorial/grounds cleanup.
- Hires, trains and coach's department managers and supervisors of assigned areas of responsibility. 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.
- Works cooperatively with managers and supervisors of assigned areas of responsibility to develop long term plans for successful department operations.

### **Supervision**

- Directly supervises 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. Takes corrective action, if necessary, and provides written documentation of any corrective action. For all temp agency employees, corrective action and written documentation must be coordinated and approved by temp agency prior and Director of Operations to any action being taken.

### **Other Duties as Assigned**

- Perform additional duties as assigned by the Director of Operations and 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, five years of responsible experience in Operations and Facilities maintenance, 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
- Adobe Sign

- Business phone system
- Motorized and non-motorized tools and equipment

**PHYSICAL DEMAND**

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

<input checked="" type="checkbox"/> Lifting	<input checked="" type="checkbox"/> Pulling	<input checked="" type="checkbox"/> Reaching	<input checked="" type="checkbox"/> Manipulating
<input checked="" type="checkbox"/> Carrying	<input checked="" type="checkbox"/> Pushing	<input checked="" 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 checked="" type="checkbox"/> Stooping	<input checked="" type="checkbox"/> Bending	<input checked="" type="checkbox"/> Confined
<input type="checkbox"/> Other (specify)		

**MENTAL OR VISUAL DEMAND**

<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 wok area (check all applicable boxes):**

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

- **Position’s physical surrounding description:**

<input checked="" type="checkbox"/>	Work is typically performed under reasonably good working conditions; while exposure to the elements will occur.
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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  X  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)                        |                                           |                                         |