

GENERAL MANAGER - COUNTY CENTER

DISTINGUISHING FEATURES OF THE CLASS: Under general direction, the General Manager - County Center is responsible for the overall management of the Westchester County Center including the promotion, operation and maintenance of the facility. The County Center is a large, multi-use auditorium. The incumbent has full responsibility for 7 day a week, multiple shift operation of the County Center, directing County, contracted and vendor staffed events. Supervision is exercised over a substantial number of full time and temporary County Center employees. Performs related duties as required.

EXAMPLES OF WORK: (Illustrative Only)

Develops and implements goals, policies, standards and procedures for the operation, promotion and maintenance of the County Center;

Directs and coordinates, through subordinate supervisors, all phases of the promotion, operation, and maintenance of the County Center;

Examines, evaluates and analyzes the operations of individual segments of the County Center to ensure conformance with goals and operating procedures and alters and/or initiates procedures to improve performance;

Directs and participates in the marketing of the County Center to foster and promote use by sports, entertainment and sales promoters and to foster patronage of the scheduled events;

Directs and negotiates with promoters to arrange terms of contract, play dates, fees, and to plan for such details as the number of persons expected, display space required, food service desired;

Establishes and maintains operational relationship with representatives of contracted events and production staff to ensure adequate support, contract compliance, facility utilization and to ensure repeat business;

Directs and coordinates scheduling of conference rooms, banquet facilities, auditoriums and stages to assure adequate staffing and equipment, to avoid conflicts and to encourage repeat business;

Works with vendors in meeting conditions of labor agreements and settling labor disputes with stage hands union and others as necessary;

Prepares annual budget for the County Center and reviews expenditures for conformance with established goals and budget;

Controls and approves the expenditure of allocated funds and insures the receipt of adequate revenue for the sound fiscal management of County Center activities and concessions.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the principles and practices involved in facilities management including building operations and maintenance, promotions and sales marketing; good knowledge of fiscal management and budgeting; good knowledge of techniques used for the operation of an indoor arena sponsoring entertainment, sports shows, conventions/meetings, trade shows and exhibitions; ability to negotiate contractual agreements as it relates to a public assembly facility; ability to lay out auditorium floor arrangements to accommodate all types of events; ability to evaluate crowds and develop crowd control and safety procedures; ability to supervise the work of others; ability to communicate clearly and effectively both orally and in writing; initiative; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either: (a) a Bachelor's Degree* in Business Administration, Park Administration, Finance, or related field and six years of management experience of a large auditorium, conference center, amusement park or other large facility used for public entertainment; or (b) satisfactory completion of 30 credits toward a Masters Degree* in Business, Park or Public Administration or related field may be substituted for each year of the above stated experience.

*SPECIAL NOTE: Education beyond the secondary must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.