

# City and Borough Sitka, Alaska

## Class Specification

<b>Class Title</b>	<b>Harrigan Centennial Hall Manager</b>
<b>Class Code Number</b>	<b>6030</b>
<b>FLSA Designation</b>	<b>Exempt (Administrative)</b>
<b>Pay Grade and Range</b>	<b>27</b>
<b>Effective Date</b>	<b>September 2010</b>

### General Statement of Duties

Plans, organizes and directs the operations and activities of Harrigan Centennial Hall (HCH); performs related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to oversee all aspects of the Centennial community/recreational facility. The work is performed under the direct supervision of the Administrator but extensive leeway is granted for the exercise of independent judgment and initiative. Direct supervision is exercised over the work of employees in the class of HCH Supervisor and HCH Building Attendant. An employee in this class performs the duties of other employees in the Centennial Hall as required or as necessary. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other Department and City employees, business and community organizations, State officials and the public. The principal duties of this class are performed in both a general office environment and a recreation/community facility.

### Examples of Essential Work (Illustrative Only)

- Oversees all operations within the HCH, including the coordination of the varied activities and uses for the facility;
- Serves as the Business Manager for the HCH, promoting the facility's features, scheduling all events, maintaining the reservation system, coordinating the allocation of resources and ensuring that all interested parties have an equal access to the use of the facility;
- Prepares the annual budget and monitors all expenditures;
- Develops and implements policies for efficient, effective and customer service oriented operations with the HCH;
- Hires, trains, supervises, evaluates, coordinates and motivates the work of HCH staff;
- Performs a daily activity of public relations through speaking with citizens and explaining through actions and words the goals and purposes of the HCH;
- Responsible for overseeing tour operations in and around HCH;

- Enforces ordinances and regulations relating to tour operators
- Supervises the Crescent Harbor parking lot and tour operators;
- Maintains accurate facility user agreements and billing information;
- Responds to request for information from the public and seeks actions to resolve any conflicts involving the use of the HCH or a related facet of City and Borough operations;
- Promotes a customer service orientation within HCH operations and ensures all personnel respond to the public in a courteous and professional manner;
- Promotes safety conscious work activities among staff;
- Supervises and performs preventative maintenance on building systems as necessary;
- Schedules the work projects of HCH staff and prioritizes activities based on upcoming facility events;
- Performs office administration duties, including answering phones, taking reservations, responding to inquiries as to facility features/procedures and documenting upcoming schedules and events;
- Maintains inventories of needed supplies and generates purchase orders for replenishment;
- Enters material receipts and account inquiries and tracks individual facility accounts;
- Makes presentations to the public on the use of the facility and holds user meetings to solicit public input into facility operations;
- Oversees and coordinates the use of audiovisual and sound equipment;
- Makes final inspections of maintenance/janitorial projects and facility room arrangements;
- Maintains the security system and oversees security throughout the facility at all times;
- Supervises and maintains a commercial kitchen to the health and safety standards set by the State of Alaska;
- Maintains an accurate inventory of all facility features and monitors their distribution to users;
- Maintains ongoing user agreements with the Isabel Miller Museum and Baranof Arts and Crafts;
- Performs other duties of HCH staff as necessary;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other related duties as assigned.

<b>Required Knowledge, Skills and Abilities</b>
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- Comprehensive knowledge of the purpose, procedures and practices involved in the HCH within the City and Borough of Sitka;
- Comprehensive knowledge of the current practices and procedures involved in facilities management;
- Comprehensive knowledge of the business management practices involved in the promotion, administration, customer service and accounting functions involved in recreational facilities;
- Thorough knowledge of building maintenance;

- Thorough knowledge of budgetary functions within a municipality;
- Ability to hire, train, supervise, evaluate and coordinate the work of others;
- Ability to remain on call at all times to respond to emergencies;
- Ability to communicate well with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

### **Acceptable Experience and Training**

- Graduation from high school or possession of a GED, preferably supplemented by an Associate's Degree or equivalent in Business Administration, Public Administration or a closely related field; and
- Considerable experience in facilities management, preferably with some supervisory role; or
- Any equivalent combination of experience, education and training which provides the knowledge, skills and abilities necessary to perform the work.

### **Required Special Qualifications**

- Possession of a driver's license issued by the State of Alaska;
- First Aid certification preferred.

### **Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor facility activities;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a personal computer and related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to visit all areas within the facility.

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