

ASSISTANT MANAGER - COUNTY CENTER OPERATIONS

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position assists in managing, marketing and directing the operations of the Westchester County Center. Responsibilities include planning, organizing and supervising staff and vendors to ensure the orderly and timely conduct of the multiple and varied type of events scheduled at the County Center. The incumbent has responsibility for the seven-day a week, shift operation of the County Center and will often be required to irregular hours, including weekends. Supervision is exercised over a substantial number of full-time and hourly staff. Performs related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Assists with the development and implementation of goals, policies, standards and procedures for the operation, promotion and maintenance of the County Center;

Works with promoters to arrange the terms of contracts, which includes play dates, space, labor needs, fees, and plans for such details as the number of persons expected, display space required, food service desired, and other services required;

Negotiates alternate fees with promoters and recommends waiver from set fees when there is a benefit to the County;

Recommends and signs contracts for events and bookings;

Reviews and recommends for action all tenant invoices and bills;

Confers with tenants to determine their needs for the conduct of a program or other activity;

Coordinates contract labor forces providing cleaning services, security, stagehands, pipe and drape and food concessions, while ensuring union rules are followed;

Represents the County Center regarding use by other County agencies, and acts as contact for all internal PRC events;

Coordinates and assists with the recruitment, placement, training, scheduling and supervising of annual and part-time personnel, including overtime placements and labor sign off for events;

Coordinates, supervises labor staff and participates in activities for the set-up and demolition of set designs and auditorium floor arrangements to accommodate various types of events;

Directs the County Center's marketing and customer service initiatives;

Participates as a member of the PRC Marketing Committee;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd)

Directs and coordinates all required staffing for each event, including but not limited to: providing for and maintaining crowd control of each event, providing for and supervising the orderly parking of large numbers of vehicles, supervising the laborers, ushers, etc. required for each event;

Inspects premises to detect fire and safety hazards and recommends procedures and changes to eliminate potential problems to ensure the absence of fire and safety hazards;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE ABILITIES AND ATTRIBUTES: Thorough knowledge of the theory and practice of leisure and recreation; thorough knowledge of the management of a theater or recreation center in which a wide variety of activities could take place and in which large numbers could congregate; good knowledge of fiscal management and budgeting; good knowledge of promotion and community relations; good knowledge of police and fire regulations pertaining to buildings used for large public gatherings; good knowledge of all sports, shows, and exhibitions held in indoor arenas; ability to supervise; ability to effectively use computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; ability to deal tactfully but firmly with the public; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and either: (a) eight years of experience where the primary function of the position was assisting in facility management, events coordination, recreation programming or a similar field, which included or was supplemented by two years of supervisory and/or administrative experience; or (b) a Bachelor's Degree* and four years of experience as defined in (a).

SUBSTITUTION: Satisfactory completion of 30 credits* in Recreation Administration, Business Administration, Marketing, Facility Management may be substituted for one year of experience. There is no substitution for the supervisory 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.

West. Co.
J. C.: Competitive
DRC3

Job Class Code: C2375
Job Group: XII

Veronica Snyder

Westchester County Center

White Plains, NY 10606

Phone: (914) 995-4052

PROFESSIONAL EXPERIENCE:

2000 to Present:

Assistant Manager County Center

- * Oversee functioning of the building, and three parking lots
- * Manage staff of 30 full-time and 30 hourly
- * Produce revenue from some 300 booked events that include sporting events, concerts, trade shows and professional conferences
- * Responsible for booking events, working with clients and promotions
- * Provide outstanding customer service to staff, clients, patrons and concessionaires
- * During COVID
 - Worked with NYS add ODJ in construction of hospital inside the county center and parking lot.
 - Worked with Westchester County Department of Health when hospital was used as a clinic for anti-body testing for over 500,000.
 - Working with state and county in deconstruction of the hospital/clinic and restoration of building to County Center

EDUCATION:

MS Education and Recreation, Lehman College, NY

BA Assumption College, Wooster, MA