



CITY OF OMAHA CLASS SPECIFICATION

CLASSIFICATION TITLE: VICE PRESIDENT-OPERATIONS

BARGAINING UNIT: CIV MANAGEMENT **CODE NUMBER:** 0572

PAY RANGE CODE: 25.1 MC **REVISION DATE:** 2/4/16

NATURE OF WORK:

This is administrative managerial work in the Omaha Convention and Visitors Bureau (OCVB). The work involves assisting the department's director in the operation and oversight of the department. It involves managing the Visitor's Center, acting as the department liaison to other City departments and assisting the director in managing all of the department's activities. Work includes overseeing, reviewing, and evaluating the effectiveness of the business operations within the department. An incumbent exercises considerable independent judgment in the performance of assigned duties and may manage the functions of the department in the absence of the Director.

ESSENTIAL FUNCTIONS: *(Any one position may not perform all the duties listed, nor do the listed examples include all the duties that may be performed in positions allocated to this class.)*

Manages all monthly and annual statements and supporting documents including control checklists for the Executive Director/President's review and management of the general ledger, accounts payable, and accounts receivable.

Briefs Finance and Administration division regularly on financial status and matters; serves as liaison to OCVB's Finance and Administration division.

Assembles, reviews, and manages all income forecasts and budget expense requests of all divisions to generate an annual operating budget for approval by the City.

Prepares, as required, monthly/quarterly claims for funds from city financial sources.

Arranges for audits of OCVB books and accounts. Prepares required analysis and documentation for the independent audit and assist the independent auditor as necessary.

Reviews and monitors purchasing activities of division heads.

Oversees business analysis and assists with operations and implementation of policies and procedures.

Supervises purchase, rental, and maintenance of all furniture and equipment.

Reviews vendor and service contracts for compliance and informs appropriate personnel of compliance results, termination or renewal dates, insurance, and other contractual requirements.

Supervises administration of all office support services, including supervisory and administrative responsibilities for all accounting, payroll, purchasing, personnel, Customer Relationship Management (CRM) system, and inventory control functions serving all divisions of OCVB.

Supports and manages all aspects of CRM system including solving problems, training personnel, new development, and being the liaison with the respective vendors.

Works with the Visitor Services Manager on all aspects of the Visitor Services operations.

Manages office and employee policies and procedures.

Manages recruitment, interviews, and selection of employees to fill vacant positions.

Manages the planning of new employee orientation to foster positive attitude toward OCVB's goals.

Manages all employee hiring and terminations; oversees employee personnel files and time; coordinates and maintains all personnel evaluations; and administers employee counseling.

Coordinates employee separation notices and related documentation, and conducts exit interviews.

Represents OCVB at personnel-related hearings and investigations.

Serves as department leader in the absence of the Executive Director/President.

Achieves department annual goals as assigned.

Maintains regular job attendance in accordance with a schedule established for the position by the supervisor.

Performs other related duties as assigned or as the situation dictates within the scope of this classification.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of attractions, facilities, and services available to visitors in the Omaha metro area.

Knowledge of the principles and methods of organization, management, and administration.

Knowledge of organizational, administrative, financial, and departmental policies, procedures and regulations.

Knowledge of the City organization and structure, departmental policies, rules, regulations, procedures, functions, and sources of information and the ability to apply these to work problems.

Knowledge of and ability to operate a computer or other technology using standard or customized computer or systems software applications appropriate to the assigned tasks.

Ability to learn and adapt to advances in computer and electronics device technology and software.

Ability to plan, organize, supervise, and evaluate the work of professional, paraprofessional, and clerical employees.

Ability to exhibit strong management and interpersonal skills.

Ability to delegate to staff and volunteers and follow-up to ensure accountability and responsibility.

Ability to evaluate work in progress, diagnose problems, and arrive at solutions.

Ability to prepare oral and written reports clearly and concisely.

Ability to lead creative teams and interact with a broad range of business, government, and community associates.

Ability to travel independently to domestic and international destinations via commercial airlines.

Ability to operate standard office equipment.

Ability to communicate effectively, orally and in writing.

Ability to maintain confidentiality.

Ability to adhere to safety policies, procedures, and guidelines.

Ability to establish and maintain effective working relationships with fellow employees, members of the tourism industry, and members of the general public.

Ability to sit from 76 to 100% of the time, to stand and walk from 26 to 50% of the time, and reach, bend, stoop, push and pull up to 25% of the time.

Ability to use up to thirty (30) pounds of force up to 25% of the time to move objects.

EDUCATION AND EXPERIENCE: *(The knowledge, skills, and abilities above may be acquired through, but are not limited to, the following combination of education and/or experience.)*

Bachelor's degree in Public or Business Administration, Management, or a related field

AND

Five (5) years of experience performing advanced management and supervisory work in a professional office setting, preferably in the hospitality industry

OR

An equivalent combination of education and experience.

SPECIAL REQUIREMENTS:

Must possess a valid motor vehicle operator's license from the time of appointment.

Must be available to work flexible hours, weekends, and holidays.

The following industry certifications are preferred: Certified Meeting Professional (CMP), Certified Government Meeting Professional (CGMP), or other related certifications.

The following industry memberships are preferred: ASAE Center for Association Leadership, Meeting Planners International (MPI), Professional Convention Management Association (PCMA), and Society of Government Meeting Planners (SGMP), or other related memberships.

WORKING CONDITIONS: *(The conditions herein are representative of those that must be met by the employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.)*

Work is performed in an office setting amid normal conditions of dust, odors, fumes, and noises.

EQUIPMENT OPERATION: *(Any one position may not use all of the tools and equipment listed nor do the listed examples comprise all of the tools and equipment that may be used in positions allocated to this classification.)*

Computer
Telephone

Calculator
Facsimile Machine

Copier
Printer

Previous Revision Date(s):