

EVENTS OPERATION SUPERVISOR (LTE)

DEFINITION

Under the direction of the Event Service Manager, and reporting to the Assistant Manager of Customer Services, oversees the correct execution and functioning of public assembly events at the Alliant Energy Center. This is a highly responsible position that represents the Alliant Energy Center to clients, customers, and the attending public.

EXAMPLE OF DUTIES

Reviews the physical requirements of various and multiple events and audits building set ups for accuracy. Assures compliance with local, State, and Federal safety standards as apply to public assembly facilities. Oversees the application and enforcement of Center policies and procedure. Directs event staff in the execution of event-related duties. Makes decisions and interpretations based on Alliant Energy Center contracts, policies, and procedures, related to events in progress. Makes reports as required by Alliant Energy Center management.

EMPLOYMENT STANDARDS

Education and Experience: Two years experience with public assembly facilities or related public event-based business. Experience directing the work of others. Experience in dealing tactfully and effectively with the general public. Other combinations of training and experience which can demonstrate the possession of knowledges, skills, and abilities necessary to perform the duties of this position will also be considered.

Knowledges, Skills and Abilities: The ability to deal tactfully and courteously with the patrons, clients, house staff, and users of the Alliant Energy Center. Knowledge of basic customer service practices and principles. General knowledge of basic safety practices and procedures for large public buildings. Must be able to read, write and speak English clearly. Ability to read, understand, and carry out oral, written, and drawn instructions. Ability to carry out light clerical tasks and operate basic office machines. Must be able to work long days as required, including nights, weekends and holidays.