

Convention Center Authority

Position Title:

Set-Up Supervisor

Position #:	
Salary Grade:	
Effective Date:	
Revision Date:	

<input type="checkbox"/> Exempt
<input checked="" type="checkbox"/> Non-Exempt

<input checked="" type="checkbox"/> Full-Time
<input type="checkbox"/> Part-Time
<input type="checkbox"/> Seasonal

Indicate Employee Type

<input type="radio"/> Administration
<input type="radio"/> Sales/Marketing
<input type="radio"/> Event & Guest Services
<input checked="" type="radio"/> Operations
<input type="radio"/> Finance & Administration
<input type="radio"/> Food & Beverage Services

POSITION SUMMARY: In a few sentences, briefly describe the primary function and purpose of position.

Under the direction of the Set-Up Manager, leads and coordinates the Set-Up Staff involved in the erecting and dismantling of stage set-ups, exhibit and food & beverage set-ups, etc., assist in the completion of day-to-day assignments; maintains inventory; and deals with general public and coordinates with other departments within the Music City Center/Nashville Convention Center. Assist with staffing, scheduling, training and development of hourly staff.

PRINCIPAL POSITION RESPONSIBILITIES/DUTIES: Below is a list of major tasks beginning with the most important for which the position is responsible. Also included is the estimated percentage of time spent on performing the tasks. This is suggested, but not required for Exempt positions.

RESPONSIBILITIES/DUTIES	
1.	Supervises the daily activities of the Set-Up Department to ensure proper event set-up are completed accurately, safely and on schedule
2.	Planning, organizing and supervising team members to ensure the highest degree of guest satisfaction.
3	Daily supervision of the Set-Up staff and contract labor including the day, event and post-event crews.
4	Ensure and enforce procedures and policies
5	Conduct daily building walk-through to ensure that all operations equipment is stored safely and in the correct storage place when not being used for facility events
6	Conduct pre/post-event inspections of all meeting space and public areas prior to events.
7	Recruit and interview applicants and makes hiring recommendations to the Set-Up Manager as well as recommended dismissals.
8	Determines and maintains the department work schedule used to notify staff of upcoming events and ensure proper preparation and staffing for each event; resolves any coverage issues.
9	Ensure the proper maintenance of all equipment; makes arrangements for repair and/or replacement of used and damaged equipment.
10	Keep the set-up storage and work areas clean, organized and safe.
11	Must be trustworthy and reliable, assertive and able to train and motivate staff
12	Ensures adequate supplies/equipment are maintained and available to staff.
13	Ensures the use of LEED certified supplies and investigates new supplies for effectiveness and potential cost savings.
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17	Perform additional duties as assigned.

Job Evaluation Factors (Check all that apply)

Formal Education <small>(Minimum Required)</small>	<input checked="" type="checkbox"/> H.S. Diploma or GED preferred <input type="checkbox"/> Vocational or Technical School required <input type="checkbox"/> Associate's Degree preferred	<input type="checkbox"/> Bachelor's Degree preferred <input checked="" type="checkbox"/> Education/Experience Equivalent Other:
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Minimum Experience <small>(Minimum Required)</small>	Impact On Budget
<input type="checkbox"/> None <input type="checkbox"/> One to three years <input type="checkbox"/> Three to five years <input checked="" type="checkbox"/> Other: 3 years experience in event set-up in a large, multi-use facility required, with at least 2 years of supervisory experience.	<input checked="" type="checkbox"/> Contributory <input type="checkbox"/> Direct <input type="checkbox"/> Other:

Decision Making <small>(level of direction & supervision)</small>	<input type="checkbox"/> Little independent judgment required <input checked="" type="checkbox"/> Judgment/discretion to make independent decisions within guidelines <input type="checkbox"/> Establish Policy & Procedures <input type="checkbox"/> Other:
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Problem Solving <small>(Typical level encountered over extensive period of time)</small>	<input checked="" type="checkbox"/> By reporting and/or talking to supervisor <input checked="" type="checkbox"/> Choices defined in standard work procedures/policies <input checked="" type="checkbox"/> Methods chosen before in similar situations <input type="checkbox"/> Identification and analysis of diverse problems <input type="checkbox"/> Complex, varied and only mildly related to those seen before <input checked="" type="checkbox"/> Requires understanding/evaluation of impact upon the CCA <input type="checkbox"/> Other:
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External Contacts	<input type="checkbox"/> External communication is minimal <input checked="" type="checkbox"/> Regular contact with general public <input type="checkbox"/> External contacts involving difficult formal negotiations <input checked="" type="checkbox"/> Effectively deal with diverse groups and organizations <input type="checkbox"/> Other:
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Supervisory Responsibility <small>(Typical level encountered over extensive period of time)</small>	<input type="checkbox"/> None <input type="checkbox"/> Authority limited to direction of temporary employees only <input checked="" type="checkbox"/> Orient/train others; may act in a lead capacity <input checked="" type="checkbox"/> Provide leadership/direction to staff on event related issues <input checked="" type="checkbox"/> Supervise multiple functions, with full responsibility for effective operation & results <input type="checkbox"/> Overall responsibility to provide direction and guidance <input type="checkbox"/> Other: Number of Direct Reports: 18 + Contract Labor
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Job-Related Knowledge <small>(knowledge of...)</small>	<input checked="" type="checkbox"/> Basic skills in oral and written communication <input checked="" type="checkbox"/> Microsoft Word <input checked="" type="checkbox"/> Microsoft Excel <input type="checkbox"/> Microsoft PowerPoint <input type="checkbox"/> Microsoft Access <input checked="" type="checkbox"/> Microsoft Outlook <input checked="" type="checkbox"/> Previous experience managing a team of set-up employees through motivation, coaching and development <input checked="" type="checkbox"/> Working knowledge of rooms management systems <input checked="" type="checkbox"/> Knowledge of event process and procedures <input checked="" type="checkbox"/> Proven experience supervising set-up crews of 15+ employees <input checked="" type="checkbox"/> Proven comfort and experience to interact effectively with all levels of management, clients, and attendees both inside and outside of the MCC/NCC. <input checked="" type="checkbox"/> Must be flexible with working nights, weekends, and holidays <input checked="" type="checkbox"/> Must be physically fit as most functions are incumbent of up to 50 pounds	<input type="checkbox"/> Microsoft Publisher <input type="checkbox"/> AutoCad <input type="checkbox"/> Financial Management <input type="checkbox"/> Administrative principles/practices <input checked="" type="checkbox"/> Computers <input type="checkbox"/> Other: <input checked="" type="checkbox"/> Ability to anticipate customer needs, change goals and direction quickly and multitask <input checked="" type="checkbox"/> Ability to analyze set-up plans and make modifications <input checked="" type="checkbox"/> Proven excellence in customer service <input checked="" type="checkbox"/> Knowledge of the techniques and procedures used in setting public events <input checked="" type="checkbox"/> Proven job reliability, diligence, dedication and attention to detail <input checked="" type="checkbox"/> Ability to read and understand room diagrams.
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WORKING CONDITIONS/PHYSICAL EFFORT: (Check all that apply)

Working Conditions	Physical Effort
<input checked="" type="checkbox"/> Office, computer room <input checked="" type="checkbox"/> Service Areas <input checked="" type="checkbox"/> Flexible work schedules <input checked="" type="checkbox"/> Valid TN Driver's License <input type="checkbox"/> Travel Required <input checked="" type="checkbox"/> Exposure to Customers	<input checked="" type="checkbox"/> High noise environment <input checked="" type="checkbox"/> High dust, dirt, grease environment <input checked="" type="checkbox"/> Exposure to moving machinery <input checked="" type="checkbox"/> Exposure to chemicals <input type="checkbox"/> Outdoor exposure to weather <input type="checkbox"/> Requires Pre-employment Physical <input type="checkbox"/> Typically sitting at a desk or table <input checked="" type="checkbox"/> Typically standing or walking <input checked="" type="checkbox"/> Bending, crouching, stooping <input type="checkbox"/> Running, climbing <input checked="" type="checkbox"/> Intermittently sitting/standing/walking <input type="checkbox"/> Climbing ladders/scaffolds <input type="checkbox"/> Lifting 10 lbs or less
<input checked="" type="checkbox"/> Lifting 11-25 lbs <input checked="" type="checkbox"/> Lifting 25 lbs or more <input checked="" type="checkbox"/> Using Power Tools <input checked="" type="checkbox"/> Using Pallet Jack <input checked="" type="checkbox"/> Using Utility Carts <input checked="" type="checkbox"/> Using Forklift <input checked="" type="checkbox"/> Driving CCA Vehicle	

Team Member Print
Name/Date _____

Date: _____

I have read and understand the job requirements.

Team Member Signature _____

Supervisor Print Name: _____

Date: _____

Supervisor's Signature: _____

Title: _____

Copies to: Team Member
Department Director
Personnel File

For HR Use Only (Do not write below this line):