EVENTS DC

Engage, Excite, Entertain.

Events DC is the face of conventions, sports, entertainment and cultural events within our nation’s capital. As the official convention and sports authority for the District of Columbia, Events DC leverages the beauty, history and diversity of the most powerful city in the world to attract and promote an extensive variety of events, resulting in amazing experiences for residents and visitors alike, and generating economic and community benefits for the city.

Our success comes by focusing on divisions that reflect three lines of business: Conventions and Meetings, Sports and Entertainment, and Special Events, where we make a range of strategic investments in the region’s marquee sports, entertainment and cultural properties. Each division is driven by the desire to bring stellar events to Washington, DC by providing superior customer service to our clients and visitors.

SUMMARY DESCRIPTION

The Facility Operations Manager is a key position responsible for the coordination and management of building service projects that require extensive knowledge of Division service areas, budgeting and contracting practices and procedures. Serves as the principal liaison and Contracting Officer’s Technical Representative (COTR) for selected Facility Operations Division contracts. The incumbent is responsible for the development and implementation of operational policies and procedures designed to promote efficiency and quality of service. Incumbent has overall management responsibility and provides leadership and direction for the Facility Operations Division in planning, organizing and directing the full range of housekeeping activities relating to the Washington Convention Center’s 2.3 million square foot facility, while ensuring the delivery of first-class customer service, twenty-four hours a day, seven days a week. Works under the general supervision of and reports directly to the Director of Facility Operations.

EXAMPLES OF WORK ASSIGNED

- Serves as principal liaison on building service contract and procurement actions for the Facility Operations Division.
- Serves as Contracting Officer Technical Representative (COTR) on Facility Operations building contracts that include some with a value in excess of $1 million; monitor all aspects of the day-to-day administration of each contract; provide written notification to the Office of Contracts and Procurement of compliance/non-compliance with contract terms and conditions; perform acceptance of service received; maintain liaison and direct communication with the contractor; recommend contract modifications and termination actions; report any instance of suspected conflict of interest or fraud, waste and abuse; maintain contract files.
- Manage the development of Statements of Work for solicitation of contract services.
- Initiate, implement and advise on improvements to divisional policy and procedures.
• Represent the Director at internal and external meetings on contract issues.
• Prepare a wide variety of documents and reports relating to facility operations, contractor services and performance to be used in briefings and meetings with the General Manager, Deputy General Manager or other WCC management staff.
• Maintain confidentiality of sensitive issues and materials.
• Draft Letters and correspondence; compile materials and agendas for related contractor services and performance.
• As needed, perform special projects for the Director of Facility Operations.
• Develop annual procurement and contract plans; set priorities, formulate budget requests and monitor expenditures.
• Evaluate and document contractor performance in accordance with procedures issued by the WCC Office of Contracts and Procurement.
• Conduct and document pre/post event building inspections and insure that repair costs are forwarded timely to the financial Management Division for billing.
• Manage the WCC Pallet Jack Program in accordance with established procedure and ensure equipment is maintained in working order.
• Manage overall cleaning, grounds maintenance, snow and trash removal, equipment and storage.
• Perform related duties and responsibilities as assigned by the Director, or the Deputy Director.

SKILLS, KNOWLEDGE AND ABILITIES
• Organizational skills necessary to undertake and complete a variety of projects simultaneously.
• Ability to maintain an on-going list of priority projects and tasks.
• Knowledge of contracting and procurement procedures, with emphasis on contract administration/monitoring functions, development of statements of Work.
• Ability to communicate effectively, both orally and in writing.
• Ability to work independently.
• Ability to develop operational policies and procedures.
• Ability to work a flexible schedule, including days, evenings, nights, weekends and holidays.

CORE COMPETENCIES (FUNCTIONAL MANAGER)
• Financial Awareness
• Strategic Thinking
• Project Management
• Operational Effectiveness
• Job Knowledge and Technical Expertise

ADA ESSENTIAL FUNCTIONS
• Ability to walk extended distances and climb stairs to access the interior and exterior environs of the Center.
• Ability to read and write instructions, directions, memos, forms, floor plans and other written materials.
• Ability to converse orally and utilize standard telephones and two-way radios to receive and communicate information to staff and customers.

MINIMUM QUALIFICATIONS
• Bachelor’s Degree from an accredited college or university with major coursework in Engineering, Business or Public Administration, or closely related field, or
• Four (4) to (5) years of progressively responsible experience in a facility operations program environment.
• Ten (5) years of experience in budget preparation and contract development and administration.
• Experience in establishing administrative systems to facilitate improved organizational operations.
• Proficiency with the Internet and Microsoft Office Suite.
REQUIREMENT

- All positions require candidates to successfully complete our background screening process.

In an effort to protect our environment from paper waste all candidates must apply on-line on our website: http://careers.wcsa.com/employment/application.aspx

Computers are available in the Labor and Contractor Office (Access Control) at 1116 7th Street NW
Monday – Tuesday and Friday – 7:00 a.m. – 11a.m.
Wednesday and Thursday – 8:30 a.m. – 3:00 p.m.

Washington Convention & Sports Authority T/A Events DC
Human Resources Department
801 Mount Vernon Place, NW
Washington, DC 20001

All candidates will be considered without regard to race, color, religion, sex, age, national origin, marital status, disability or sexual orientation.