

## **Convention Center Operations Manager**

Urbana 12 (Functions Team)

Position Description

Supervised by: Associate Director of Operations - Functions  
Supervises: Convention Center Operations Team (CCOT)  
Status: Full-time / Exempt / Limited Term (position begins 4/1/12; position ends 3/31/13)  
Location: Preferred: InterVarsity's National Service Center (NSC) – Madison, WI  
Possible consideration of non-Madison location

**To advance the purpose of InterVarsity, this position will** supervise and execute the work of the Urbana Convention Center Operations Team, ensuring the proper utilization of Urbana function space in the Edward Jones Dome and America's Center.

### **MAJOR RESPONSIBILITIES**

#### **Ensure the effective use of America's Center function space:**

- In conjunction with Hotel Services Manager and Dome Manager, execute plan for allocation of all America's Center space, including: Exhibits, Meals, Seminars, Manuscript Studies, Tracks, Prayer rooms, Lounges, Registration, Information Booths, Security, Health & Wellness, Orientation/Training, Team offices, Program changing rooms, Storage, and other special functions
- In conjunction with Hotel Services Manager and Dome Manager, implement the Urbana Registration/Operations Management System to receive, process, confirm and fulfill requests for America's Center and Edward Jones Dome space, including location, scheduling, and furnishings of such space
- Clearly and professionally communicate function space request status with internal and external parties
- Collaborate with internal clients regarding their space needs, ensuring proper service and attention to detail
- Use contractual and operational guidelines to execute tasks by meeting all deadlines pertaining to documentation, usage details, signage requests and distribution, and other required provisions
- Ensure the accurate scheduling of all America's Center functions
- Utilize the Urbana Event Services System to generate and distribute comprehensive function reports, including but not limited to space usage, change orders, schedules, and furnishings
- Design, implement, and manage communication plan involving America's Center staff, volunteers, and staff utilizing each space, including pre-Urbana and on-site communications
- Design, implement, and manage plan for America's Center Functions onsite duties, including America's Center functions team and volunteers; prepare orientation materials and training plan
- Work with America's Center catering company to arrange catering for special meals, receptions, program meals, or other events where food is needed

#### **Effectively develop and manage the Convention Center Operational Team:**

- Clearly communicate and oversee the responsibilities of the CCOT, ensuring effective execution of tasks
- Organize and lead CCOT meetings
- Manage expenditures and ensure appropriate accounting
- Pray for and empower CCOT members to fulfill their position descriptions
- Provide appropriate closure and thank-you for team and individuals
- Provide feedback to the CCOT from constituencies within and without InterVarsity, particularly as this feedback impacts planning, decision making, and problem solving
- Communicate CCOT plans and decisions to constituencies within and without InterVarsity in a way that fosters understanding and partnership
- Develop onsite staffing plan

#### **Develop healthy, professional relationships with all pertinent service providers for Urbana 12:**

- Providers may include the St. Louis Convention and Visitors Commission Staff, America's Center Staff, and other outside vendors

#### **Administration and compliance:**

- Submit requested reports to Associate Director of Operations on time
- Prepare a complete final report by the assigned date

**Contribute to the effectiveness of the Urbana Functions Team:**

- Work in partnership within the team and with other teams as required
- Participate in Urbana Operations Team and other Urbana-related meetings
- Travel to conference site and team meetings as required
- Participate in Mission Department and NSC meetings and events

**Maintain technical, professional and spiritual growth and development:**

- Stay current with computer programs InterVarsity uses to support the above functions
- Attend workshops and classes as necessary
- Develop and execute a professional development plan

**Developing a 10% funding base:**

- Develop and manage a donor base equivalent to 10% of salary
- Communicate with donors at least quarterly

**QUALIFICATIONS**

- Annually affirm InterVarsity's Statement of Faith
- Two to three years of team management experience
- Bachelor's degree or equivalent experience required
- Attendance at a previous Urbana convention preferred
- Project management experience preferred
- Event Planning experience desirable
- Proficient in Microsoft Office applications (Outlook, Word, Excel, Access and PowerPoint)
- Effective oral and written communication skills
- Ability to work independently without close supervision
- Ability to work under the pressure of deadlines and manage competing priorities
- Ability and commitment to work effectively in a diverse team environment
- Ability to maintain accurate records and files
- Ability to develop consistent procedures for doing work
- Ability to organize people, events, and details

# Convention Center Operations Manager InterVarsity Christian Fellowship/USA

## Frame of Reference

All staff members subscribe annually to the Purpose Statement of InterVarsity:

*In response to God's love, grace and truth:*  
The purpose of InterVarsity Christian Fellowship/USA is  
to establish and advance at colleges and universities  
witnessing communities of students and faculty  
who follow Jesus as Savior and Lord:  
growing in love for God,  
God's Word,  
God's people of every ethnicity and culture  
and God's purposes in the world.

This purpose is admittedly more limited than the Great Commission. As a mission extension of the local church, we have adopted boundaries on our activities based on our call to serve a defined group of God's people. Within the context of InterVarsity's purpose, all of the relationships and tasks that staff members engage in as part of their work for InterVarsity have both eternal and temporal components.

### Values:

InterVarsity is committed to developing men and women from diverse cultures, backgrounds, and generations, whom God calls to work with us for both shorter and longer periods of service, as we pursue the call of God in the university world.

### Maturing Disciple of Jesus Christ:

Every InterVarsity staff member is to be a maturing disciple of the Lord Jesus Christ, growing in obedience to the Scriptures. The marks of a long-term love relationship with Christ in the fullness of His Spirit are described in Galatians 5:22: "The fruit of the Spirit is love, joy, peace, patience, kindness, goodness, faithfulness, gentleness and self control." In the workplace, this fruit is revealed in healthy working relationships which encourage all staff to accomplish their work and enhance their focus on the spiritual aspects of their work.

### Team Work:

Each individual staff person is a vital member of Christ's body. This means that we will work with one another in ways that honor and encourage all to grow in Christ while accomplishing His work. Our community requires that each individual serve as a team member in a collegial and open environment based on values, relationships, and vision as well as structure and position.

InterVarsity staff, both employees and volunteers, commit to serve God and all InterVarsity colleagues, students, and partners, with sensitivity to both the eternal and temporal dimensions of our work. "Whatever your task, work heartily, as serving the Lord." (Colossians 3:23a)