

ASSISTANT ARENA MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This position has responsibility for assisting the Arena Manager in the day to day management and operations of the Floyd L. Maines Veterans Memorial Arena and the Forum Performing Arts Theater. The work involves administrative and technical oversight of the efficient operation of large scale multi-purpose entertainment facilities. This position entails accountability for the proper promotion of the Arena and the Forum as exhibition centers and performance facilities. The incumbent assists the Arena Manager to ensure sound fiscal judgment applies to the overall operation, contracts, concessions, and permanent tenants of the facilities. Supervises the work of Maintenance Workers, Custodial Workers, Head Ushers, Ushers, Laborers and Interns. Acts for the Arena Manager in his/her absence. Does related work as required.

TYPICAL WORK ACTIVITIES:

Assists with venue marketing and promotion of the Arena and the Forum to ensure use of both venues to their fullest potential;
Coordinates and supervises the daily operations of the Arena and the Forum including clerical, maintenance and box office activities;
Assists with agreement development and financial settlement between the facilities and promoters, renters, stage hands and other agencies;
Oversees the facility setup and preparedness according to event requirements;
Oversees the set-up of stages, seating, lighting and marquees;
Maintains staffing levels in all divisions of the facilities;
Assists in the control and audit of all monies received at the Arena and the Forum;
Maintains records, prepares reports and participates in community organization meetings.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the principles of public relations, personnel management, entertainment promotion and budgeting as they apply to the operation of a municipal auditorium and theater;
Thorough knowledge of methods and practices of a large-scale building maintenance program;
Working knowledge of marketing techniques, including research analysis and implementation;
Ability to coordinate and schedule the work of many divisions within a facility;

Ability to develop productive relationships with the public and interested groups;
Good judgment;
Good technical and administrative leadership;
Good knowledge of emergency and evacuation procedures for both venues;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in business or public administration, public relations, marketing, advertising, sports management, physical education, parks and recreation, or closely related field; or
- B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Associate's degree in business or public administration, public relations, marketing, advertising, sports management, physical education, parks and recreation, or closely related field and two (2) years of managerial or supervisory experience working in the fields noted above; or
- C) Graduation from high school or completion of a general equivalency diploma and four (4) years of managerial or supervisory experience working in the fields noted above; OR
- D) An equivalent combination of training and experience as indicated in A), B), and C) above.

SPECIAL REQUIREMENTS:

- 1) Possession of an appropriate level motor vehicle operator's license at time of appointment.
- 2) Certification in the following within the probationary period:
 - American Red Cross Standard First Aid or equivalent AND
 - American Red Cross CPR for Professional Rescuer or equivalent AND
 - Automated External Defibrillator