



FRANKLIN COUNTY JOB POSTING

General Manager

Open Date: July 21, 2022	Location: HAPO Center 6600 Burden Blvd Pasco, WA 99301
Close Date: August 21, 2022	Type: Full time, Non-Bargaining
Reports to: County Administrator	FLSA Status: Exempt
Salary and Benefits: Grade 21 Starting at \$43.73/hr; Full benefits package	

SUMMARY

The General Manager creates short and long-term strategic direction and develops and implements policies, procedures, programs, and related technology and support systems, to achieve related goals and objectives for HAPO. This position directs, evaluates, and continuously improves the operation of HAPO and oversees the daily operations and maintenance, marketing and promotion, sales, staffing, and vendor agreements and policies of HAPO facilities and events, according to current department and County practices, in order to provide a professional, safe, accessible, and customer service-oriented venue for vendors and guests. Provides financial and operations updates, responds to requests for information, and receives input from the HAPO Advisory Board which serves in an advisory capacity to the Board of Franklin County Commissioners (BOCC) regarding the HAPO Center operations.

ESSENTIAL FUNCTIONS OF THE JOB

- Evaluates, researches, and communicates information or technical advice on facility development, improvements, future expansion and operations, and the administration of facility maintenance.
- Communicates HAPO program and operations information and concerns to the BOCC, the City of Pasco, and the HAPO Advisory Board, and incorporates their feedback and recommendations in daily operations and continuous improvement initiatives.
- Conducts and presents a HAPO Center financial audit to the BOCC at the end of each calendar year.
- Consistently communicates the capabilities and benefits of the HAPO Center and represents the HAPO Center and Franklin County in a positive, professional manner at formal and informal networking events/opportunities in order to market and promote the HAPO Center venue and services for hosting local events.
- Plans, organizes, directs work assignments/schedules, evaluates progress, and shifts priorities for the events, programs, plans, requirements, and administration of events and services for the HAPO Center in accordance with related codes, ordinances, regulations, laws and County guidelines, ensuring work is completed in a safe, efficient, and timely manner. This work includes activities according to current department and County practices.
- Develops, administers, and monitors an accurate, realistic, and fiscally sound department budget, payroll, and other fiscal operations of the department. Approves, monitors and manages expenditures, revenues, and costs in a timely manner, ensuring compliance with approved budget and in accordance department goals, objectives, and County standard practices.
- Leads the staff selection process activities and provides or coordinates department new employee orientation, including County and department policies and/or employee handbooks, and initial position training.
- Evaluates employee performance and provides consistent and timely performance feedback and coaching to direct reports. Provides support, identifies and coordinates training or development activities as needed to

FRANKLIN COUNTY JOB POSTING

General Manager

enhance employee's effectiveness, and manages performance issues up to and including administering discipline and termination. Supports supervisors in their role of managing employee performance.

- Pursues self-development and continuing personal development of skills and knowledge by attending ongoing educational workshops, reviewing professional publications, and establishing personal networks.
- Plans, organizes, directs, and communicates the development, implementation, and progress of HAPO goals, objectives, budget, policies, procedures, priorities, safety requirements, and performance standards to ensure the efficient and effective operations in compliance with County standards.
- Communicates information and recommendations regarding the HAPO Center services in a variety of meetings (one-on-one; small groups, directly with customers, clients, vendors, County staff, elected officials, commissioners, and the public), according to current department and County practices.
- Oversees the creation, development, and maintenance of systems and records including files, lists, logs, and other recordkeeping systems utilizing computerized and manual systems that provide for proper evaluation, control, and documentation of assigned operations according to current department and County practices. Ensures records are accurate and available for annual audit.
- Monitors, reports, interprets, communicates and implements change to policy, procedures, or programs due to new trends, innovations, federal, state and local rules, laws, regulations, legislation, codes, and ordinances as they relate to the HAPO Center operations.

KNOWLEDGE, SKILLS, AND ABILITIES

- Expert knowledge of modern principles, methods, and practices of business management, public relations, marketing and advertising in regard to public assembly facility management, including advanced knowledge of facility and equipment requirements and safety and wellbeing requirements in presenting meetings, trade/consumer shows, exhibits, seminars, concerts, and other arena or events.
- Expert knowledge of principles, practices, and techniques and related tools, equipment, and technology as they relate to area(s) of assignment.
- Expert knowledge of Franklin County business and financial acumen and the application and interpretation of Franklin County policies and procedures and federal, state, and local rules, laws, regulations, legislation, codes, and ordinances as they relate to area(s) of assignment.
- Expert knowledge of principles and practices of management as applied to supervision, training, performance evaluations, program planning, staffing, budgeting, coordination, analysis, and evaluation of programs, policies, operational needs, and staff development.
- Expert knowledge of principles and practices of governmental fiscal management including budget preparation, expenditure control, and sound recordkeeping.
- Expert project management skills including creating scope and sequence, communication, leadership (providing direction, vision, coaching team, sound judgment, issue and conflict resolution, effective decision making), negotiation, team building, use of project management tools and techniques, organizational savvy, personal organization, risk management, and breadth in specific application or industry knowledge.
- Expert troubleshooting skills to resolve issues or problems by analyzing trends and problems, identifying alternative solutions, interpreting compliance documentation, projecting consequences of proposed actions, and communicating and/or implementing recommendations in support of goals, and maintaining compliance.
- Expert computer skills and proficiency in Microsoft Office Suite, the internet for research, Quickbooks, and the ability to learn and develop proficient skills in event management and County-wide enterprise resource planning software.
- Ability to effectively market the programs and services of the department.
- Ability to exercise a high degree of independent judgment and discretion and maintain the confidentiality of sensitive and/or confidential information.

FRANKLIN COUNTY JOB POSTING

General Manager

- Ability to write and speak clearly and concisely and to express ideas and recommendations effectively orally and in writing.
- Ability and willingness to establish and maintain communication and working relationships with peers, representatives from other agencies, vendors, public officials, and the general public using courtesy, tact, and good judgment.
- Ability to lead the department by remaining open to new ideas and approaches, managing change, solving problems and making decisions, managing politics and influencing others, taking risks and innovating, setting vision and strategy, managing the work, demonstrating commitment to staff development, communicating information and expectations often and openly, enhancing business skills and knowledge, understanding and navigating the organization, and creating a feeling of succeeding and failing together.
- Ability to effectively present information, findings, proposals, training, or other information to a variety of audiences by clearly articulating, engaging the audience, assessing the needs of the audience, and using appropriate materials to help audience understand the message.
- Ability to identify and take advantage of opportunities, organize and prioritize several ongoing and frequently changing assignments to meet deadlines, and communicate changes and progress to staff.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work may be performed in the following environmental conditions:
 - constantly: in an office environment.
- The noise level in the general work environment is moderate as a standard business office.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The person in this position must be able to

- spend the following amount of time in an activity:
 - constantly: talk or hear and use hands, fingers to handle or feel, or operate equipment or tools,
 - frequently: stand, walk for extended periods of time, and
 - occasionally: reach with hands and arms.
- carry or transport items occasionally up to 25 pounds.
- have peripheral vision, depth perception, the ability to adjust focus, and have close vision (1-20 inches) and distance vision (20 feet or more).

QUALIFICATIONS

REQUIRED EDUCATION AND EXPERIENCE

- Bachelor degree in Business Management or related field.
- Five years' experience in senior level administration and management.

OR

- Any combination of education and experience which would provide the applicant with the desired knowledge, skills, and abilities required to perform the job.

FRANKLIN COUNTY JOB POSTING

General Manager

PREFERRED EDUCATION AND EXPERIENCE

- Experience with marketing and advertising to increase leads, traffic, or customers.
- Five years of administrative or leadership position in a public assembly facility

LICENSES, CERTIFICATES, AND OTHER QUALIFICATIONS

- Employment at Franklin County is contingent upon the results of a background check and eligibility for coverage by the County's liability insurance carrier. Depending upon the position, background checks may include personal and professional references, social security verification, education and professional licensing verification, financial history, and criminal history.
- Valid driver's license if driving a vehicle for County business.

OTHER DUTIES DISCLAIMER

The statements herein describe the principal functions of this job, level of knowledge and skills typically required, scope of responsibility, work requirements and working conditions, but are not all-inclusive. Individuals may perform other duties and Franklin County, Washington reserves the right to modify, add or remove duties, and assign other duties as necessary, including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the workload.

Refer to Franklin County Website for complete job posting and application instructions.

<https://www.co.franklin.wa.us/humanresources/jobs.php>

APPLICANTS MAY PICK UP AND RETURN THE APPLICATION TO:

Franklin County Human Resources • 1016 N.4th Avenue, A101 • Pasco, WA 99301 • 509-546-5813

OR DOWNLOAD FROM THE COUNTY WEBSITE AT: www.co.franklin.wa.us

E-MAIL COMPLETED APPLICATION PACKAGE TO: hr@franklincountywa.gov

Selection based on qualifications, interview, background checks and drug screening, where applicable.

FRANKLIN COUNTY IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

If you require an accommodation in the recruitment process or an alternate format of application materials, please contact the Human Resources Department at 509-546-5813.