



MINEOLA CIVIC CENTER™

Executive Director Job Description

Position Title: Executive Director - Mineola Civic Center

Reports To: President - Mineola Civic Center Board of Directors

FLSA Classification: Exempt

Job Summary:

The Executive Director of the Mineola Civic Center (MCC) is accountable for all aspects of the center's operation, sales and marketing, maintenance, staffing, and financial operating performance.

The Executive Director shall supervise, administer, and as necessary, participate in all operations of the Mineola Civic Center. Including event scheduling, setup/teardown, and building maintenance.

Employment and compensation of the Executive Director of the Mineola Civic Center shall be determined by the Board of Directors upon recommendation of the Employee Committee.

The Executive Director shall conduct the business of the Mineola Civic Center (MCC) in accordance with the directives and policies of the Board of Directors and as directed by the President.

Typical Duties:

- Administer and maintain the calendar of all events/groups scheduled at the Mineola Civic Center and distribute the calendar through the center's website and to select community partners on an on-going basis. This includes learning software related to event management and RV site rental scheduling.
- Administer and maintain accurate records and privacy of the MCC Donor Database.
- Administer and maintain the MCC Corporate records and archives.
- Responsible for annual Payment Card Industry (PCI) compliance for data security compliance.
- Provide on-site supervision and management of events held at the MCC, directing staff activities, addressing client needs/concerns, and troubleshooting logistics related to events.
- Inventory and maintain all MCC assets.
- Maintain accurate records of all MCC owned maintenance vehicles and equipment for insurance purposes and coordinate MCC worker's compensation claims with the Texas Municipal League Intergovernmental Risk Pool.

- Provide high quality customer service to all visitors and clients of the MCC, promote the importance of quality customer service among all MCC staff members, and train staff to meet the MCC's expectations for customer service.
- Engage in activities designed to recruit and retain business for the MCC. Meet with and advise potential/returning clients, provide them accurate and consistent pricing, facility information, etc.
- Represent the MCC and work cooperatively in all interactions with our members, trade area citizens, community and industry partners, meeting planners, vendors, the lodging industry, etc. Attend committee meetings and other activities as required to position MCC as an integral part of the community. This also includes marketing the MCC through various publications, organizations and social media platforms.
- Represent the MCC at bi-monthly meetings (every other month) and the annual conference of the Texas Association of Venues and Facilities for networking, resources and best practices regularly attending city of Mineola Marketing and Tourism.
- Represent the MCC at conventions and trade shows with the MCC Board of Directors advice and consent, and make recommendations to the board as to which trade shows or conventions would benefit MCC's sales and strategic objectives.
- Recruit, schedule, and supervise the performance of the center's Assistant Director, leadership team, and other staff as assigned – to include but not limited to the grounds, maintenance, kitchen, setup/teardown, and cleaning staff. Provide direction regarding their daily duties and complete formal appraisals of their performance in accordance with MCC's policies, practices, and strategic objectives.
- Provide recommendations for all staff compensation and changes in staff compensation to the board through the Employee Committee.
- Manage staff scheduling and vacations to optimize year-round coverage of the MCC events, office hours, maintenance, and availability to the public.
- Administer accounting and record keeping systems for management of operational revenues and expenses, contracts and records for all events held at MCC facilities, and contracts and records related to all vendors. Ensure the accuracy and integrity of all such records.
- Be accountable to the Board of Directors for the day-to-day operating income and expenses of the MCC, and report monthly to the board on the center's performance related to budget with corrective action plans, and outlooks as appropriate.
- Make budgetary recommendations regarding MCC operations to the MCC Board of Directors. Assist in the preparation of the annual budget.
- Assess & collect fees for rental, catering, et cetera associated with events held at MCC.
- Prepare both standing and ad hoc reports regarding the MCC operations, revenue, sales, et cetera as requested by the MCC Board of Directors.
- Responsible for creating and publishing content on social media platforms to grow the MCC audience and build awareness of MCC throughout the trade area.
- Provide website content and update coordination with the webmaster as needed.

Knowledge, Skills, and Abilities:

- Ability to communicate effectively both orally and in writing.
- Considerable knowledge of public relations, advertising and media relations, and social media.
- Understanding of event solicitation, planning, and production.
- Computer literacy, including knowledge and skills related to word processing, use of spreadsheets and databases, internet, and social media. Familiarity with accounting or bookkeeping software and facility management/scheduling software is also preferred.
- Knowledge of customary office, business, and budgetary procedures.

- Ability to read, understand, and interpret local, state, and federal regulatory requirements relevant to daily responsibilities. Possess specific knowledge of requirements related to public health, food handling/catering, and alcohol.
- Ability to effectively organize, manage and supervise activities that vary widely in terms of scale, purpose, structure, and types and numbers of participants.
- Ability to effectively interpret, apply and enforce policies, procedures, and law.
- Ability to effectively direct, lead, and coach a diverse team to work collaboratively to achieve Mineola Civic Center's goals.
- Effective presentation skills to routinely present to the board and partner organizations, as well as opportunities for publicity of the center and its events via KMOO and other media as proves beneficial for the MCC.
- Ability to work independently and perform job duties without constant supervision.
- Ability to operate a variety of equipment including but not limited to the telephone (fixed and mobile), desktop computer, copy machine, fax machine, sound boards, lighting equipment, and calculator.

Minimum Qualifications:

- High school diploma, GED or equivalent. College degree preferred, but not required.
- Experience in the hospitality and/or convention industry. Five or more years of such or equivalent experience preferred.
- Candidates must pass a criminal background check and MVR check at the board's discretion prior to employment.
- Industry related certifications/affiliations are a plus and may be required during the course of employment.

Physical Requirements:

- Ability to sit, walk, and/or stand for extended periods of time.
- Ability to stand, bend, squat, kneel, push, pull, and stoop (administrative work and assistance with event setup and tear down).
- Ability to lift up to 25 pounds (lifting/moving boxes of supplies).
- Ability to see and hear to the extent that duties may be performed effectively and safely.
- Ability to speak clearly and effectively in the English language.

Work Environment:

- Work is primarily performed in an office setting, in and around the Center's various indoor and outdoor facilities, as well as occasionally off site and at special events.
- May be subject to repetitive motion, typing, data entry, and extended periods of reading computer monitors.
- May be subject to extended periods of standing, bending, reaching, kneeling and lifting such as setting up for meetings and events, transporting materials and supplies for presentations and programs.
- Will be required to work extended hours, evenings and weekends.
- Work may be subject to time pressures, frequent changes of task, and the need to perform multiple tasks simultaneously.
- Requires working with others as part of a team for many tasks.
- Requires working alone for extended periods.

NOTE: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills and physical demands required.

**1150 N. Newsom
Mineola, Texas 75773**

**903-569-6115
Version 2.0 – May 2022**