

MEETING AND CONFERENCE SERVICES SUPERVISOR

DEFINITION

Under general supervision, supervises assigned staff, provides consultative services to meeting and conference services requestors, and leads/oversees/coordinates work among a variety of service providers to assure effectiveness, efficiency, timeliness and completeness during planning and implementation phases of Judicial Council meetings and conferences; performs related work as assigned.

CLASS CHARACTERISTICS

This supervisory-level class is responsible for supervising assigned staff, with effective authority for their selection, retention, and training and development and with responsibility for day-to-day supervision, evaluation, motivation, and discipline of employees. Incumbents also independently perform a variety of work associated with the comprehensive development and implementation of Judicial Council-sponsored or related meetings and conferences, including educational and training workshops, seminars, and public and closed session meetings.

EXAMPLES OF DUTIES (*illustrative only*)

- Plans, organizes, assigns, supervises, reviews, and evaluates the work of assigned staff.
- Recommends selection of staff; trains staff and provides for their professional development; administers discipline as required.
- Provides leadership for continuing development/enhancement of meeting and conference space in the building:
 - Layout, design and use of physical space.
 - Selection and purchase of equipment and materials.
- Provides leadership for continuing development/enhancement of available services including:
 - Assessment of efficiency of providing internal services or contracting with external providers.
 - Development of protocols and processes for all services provided, internal and external.
 - Assessment of quality of services provided by contractors.
 - Evaluation of quality of services provided internally.
- Serves as technical resource for internal and external service providers:
- Works with requesting divisions or committees to plan and implement meetings and conferences, both on and off-site. This includes planning and coordinating with users with possibly competing interests.
- Serves as the initial contact for requestors of meeting and conference services to:
 - Provide consultation and make recommendations to assist the requestor in making decisions.
 - Define respective roles of the requestor and the services staff.

- Initiate appropriate services.
- Assure high quality, efficient and timely services for the requested event.
- Serves as the ongoing contact for requestors, or designates a staff member, to:
 - Oversee the development and implementation of the event.
 - Provide on-going feedback regarding what is needed to facilitate the process.
 - Initiate an evaluation process with the requestor after the event.
- Coordinates a full range of services among a variety of service providers, including:
 - Design and distribution of promotional materials.
 - Design and implementation of registration procedures/processes.
 - Administrative support services, including meeting and conference materials.
 - Logistic support, including room set-up.
 - Audiovisual support.
 - Technological support.
 - Design and implementation of meeting and conference evaluation processes.
 - Other related services.
- Supervises the day-to-day activity of the Judicial Council Conference Center.
 - Ensures availability of appropriate staff during planning and implementation phases of meetings and conferences.
 - Interfaces with vendors to arrange appropriate service and quality products for meetings and conferences. This includes catering services.
 - Coordinates the provision of transportation of speakers and participants to meeting and conference sites, airports and local hotels.
 - Responds to requests and complaints from staff and meeting and conference participants.
 - Prepares periodic and special reports.
 - Compiles information and drafts budget submission information for equipment, furniture, etc.

WORKING CONDITIONS

- Work occasional evening and weekend hours.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including selection, work planning, performance review and evaluation, and employee training and discipline.
- Principles and practices of public administration, including office and administrative practices and procedures.
- Principles of meeting and conference organization and operations.
- Principles of collecting, organizing and summarizing data and information.
- Principles and practices of budget development and administration.
- The operation of personal computers and the use of specified computer applications, such as word processing, spread sheets and databases.
- Correct business English.

- Organizational policies and procedures.
- Principles and techniques of preparing a variety of effective written materials.

Ability to:

- Plan, organize, supervise, review, and evaluate the work of others.
- Manage multiple and complex projects, including effective project management design.
- Organize, prioritize, and coordinate work activities of assigned staff and other service providers to meet critical deadlines.
- Develop and administer a meeting and conference services budget.
- Prepare clear and concise reports, correspondence, and other written materials.
- Use initiative and independent judgment within general guidelines.
- Organize, prioritize, and coordinate multiple work activities and meet critical deadlines.
- Operate personal computers and use specified computer applications, such as word processing, spreadsheets, and databases.
- Communicate effectively in English, orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Licenses and Certificates:

None.

Education and Experience:

Equivalent to an associate's degree, preferably with major course work in administration, business, or education and three years of meeting and conference management experience, including one year of supervisory responsibility.

Additional qualifying experience may be substituted for education on a year-for-year basis.