



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 744.1

Job Title: **CENTER ADMINISTRATOR**

Pay Grade: 25

### **GENERAL SUMMARY:**

Supervises the personnel and daily operations of a multi-service center. Coordinates and develops functions and programs.

### **RESPONSIBILITIES:**

- Establishes goals and evaluates section performance, develops and evaluates subordinates.
- Develops, implements and monitors quality service standards of personnel and service contractors.
- Prepares annual operating budgets, special reports and analyses to assist management in their decision-making.
- Assists in coordinating approval for facility purchases, operations, maintenance and special projects.
- Develops and reviews proposals for communications and trade shows.
- Evaluates and prepares reports, in compliance with the Food and Beverage Concession Operator, to record, calculate and remit commissions.
- Assists in the development of annual reports and marketing materials.
- Attends conventions and industry meetings and works closely with the Greater Houston Convention and Visitors Bureau.
- Compiles and prepares analytical and statistical reports for various special projects requested by the Director.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Requires a Bachelor's degree in Behavioral or Social Science, Humanities, Business Administration, Public Administration or a closely related field.

#### **EXPERIENCE:**

Four years of experience in administration or professional work related to Urban Planning, Public Administration or Service Delivery in a social service agency, public department or a similar facility are required. Directly related professional experience may be substituted for the education requirement on a year-for-year basis.

## **SPECIFICATIONS: (continued)**

### **COMPLEXITY:**

Work is somewhat complex and varied, and may require the simple interpretation of technical and detailed guidelines, policies and procedures.

### **IMPACT OF ACTIONS:**

Errors could lead to moderate expenses and inconveniences. Work is typically performed under limited supervision with alternating periods of relative autonomy and general review. The supervisor generally plays a substantial role in setting objectives and organizing work.

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

Involves scheduling, supervision and evaluation of work as an Assistant Manager or the equivalent over the first-line supervisors (and non-supervisors, if applicable). This position has significant input on personnel actions, such as hiring, terminations and pay changes.

#### **Indirect Supervision:**

Involves supervision and evaluation of work as an Assistant Manager or the equivalent.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with professionals and supervisors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

#### **External Contacts:**

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations and occasionally with prominent persons such as community leaders, business and industry leaders as well as officials of government and financial agencies and media representatives. Interaction requires substantial sensitivity and cooperation; e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

### **PHYSICAL EFFORT:**

The position is physically comfortable; the individual has discretion about walking, standing, etc.

### **WORK ENVIRONMENT:**

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

### **PHYSICAL SKILL:**

Requires the ability to make simple gross motor responses within large tolerances.

### **MISCELLANEOUS:**

All duties and responsibilities may not be included in the above job description.

### **JOB FAMILY:**

Center Administrator

*Effective: October 1990*

*Revised: March 1992*