



**KENTUCKY  
EXPOSITION CENTER**

937 Phillips Ln  
Louisville, KY 40209  
Phone: 502.367.5000

**KENTUCKY  
INTERNATIONAL  
CONVENTION CENTER**

221 S Fourth St  
Louisville, KY 40202  
Phone: 502.595.4381

[www.kyvenues.com](http://www.kyvenues.com)

## OPERATIONS ADMINISTRATIVE ASSISTANT

**Job Type:** Full-time

**Salary:** Commensurate with experience

**Work Address:** Kentucky International Convention Center  
221 S. 4<sup>th</sup> St., Louisville, KY 40202

Kentucky Venues' two major event facilities – the Kentucky Exposition Center and the Kentucky International Convention Center – work with regional, national and international clients to host world-class events. Kentucky Venues also produces signature events annually: Kentucky State Fair, World's Championship Horse Show, National Farm Machinery Show, Championship Tractor Pull, North American International Livestock Exposition, and the North American Championship Rodeo.

*Kentucky Venues is governed by the Kentucky State Fair Board.*

### **Kentucky International Convention Center:**

The Kentucky International Convention Center (KICC), located in the heart of Downtown Louisville, hosts a full calendar of major conventions, conferences and private events. Since its \$207 million renovation in 2018, KICC yields a multitude of eco-conscious designs and modern pre-function spaces featuring glass facades overlooking the cityscape and offers 200,000 square feet of Class A exhibit space and 52 adaptable meeting rooms.

Full-time employees are eligible for health, dental, vision and life insurance, paid personal and sick leave, state pension and free parking. Employees stasured other than full-time have varying benefit eligibility.

### **Description:**

The Operations Administrative Assistant performs administrative duties including processing and filing departmental documents, maintaining logs, preparing reports and coordinating communication within the department and with other facility departments, partners and vendors. The Operations Administrative Assistant also operates the Event Service Desk including processing electric, water and other exhibitor service orders and training other staff in the operation of the Service Desk.

WE SET THE STAGE. YOU STEAL THE SHOW.



**Essential Functions:**

- Performs administrative duties including drafting, processing and filing documents, maintaining logs, creating and updating schedules and preparing reports.
- Performs clerical duties including answering phones, taking messages, operating office equipment, distributing mail, and drafting and responding to email.
- Assists with the administration of operational processes improvement and emergency preparedness programs.
- Executes budgetary orders, receives and processes invoices using complex processing programs, accurately codes payment documents accordingly and reviews accuracy and policy accordance for payment documents submitted by division staff.
- Acts as a SME on facility policies and procedures and accurately interprets to employees, clients, exhibitors, facility partners, vendors and guests.
- Compiles, tracks, and coordinates budgetary spending, referencing and adhering to complex master agreements.
- Maintains and prepares reports using Ungerboeck event management and other software.
- Trains employees on administrative procedures and Event Service Desk operation.
- Adheres to organizational core values and service expectations.
- Addresses guest inquiries and requests in a courteous and professional manner.
- Performs relative duties and manages other responsibilities as assigned.
- 

**Physical and Mental Demands** (must be met with or without reasonable accommodations to perform essential functions):

- Consistently remains stationary at a desk or within an office workstation and operates a computer to accomplish a majority of duties and assigned tasks.
- Frequently operates office devices including some or all of, but not limited to, the following: calculators, telephones, copy and fax machines and printers.
- Frequently moves about office areas and multiple acres of facility space, ascending/descending steps and ramps, to perform duties and become familiar with event layouts in order to knowingly address event-relative matters.
- Occasionally moves objects weighing up to 25lbs.
- Consistently functions and works within a moderate-to-high pressure event-driven environment.

**Work Environment and Hours of Work:**

- Office setting with minimal-to-moderate noise levels as well as an event facility setting with moderate-to-high noise levels where event functions and facility maintenance are taking place.
- Generally, typical weekday hours, but contingent on facility and event scheduling, work hours may include some evenings, early mornings, weekends and holidays.
- Sometimes works more than 40hpw.
- Limited exposure to various weather conditions including some or all of, but not limited to, the following: rain, sleet, snow, hail, and extreme cold, heat and humidity.
- Limited exposure to high-allergen and other atmospheric elements including some or all of, but not limited to, the following: livestock and other animals, hay, dirt, dust, and exhaust fumes.
- Limited exposure to potentially hazard-inducing elements and applications including some or all of, but not limited to, the following: use of heavy and specialized tools, moving vehicles and mechanical equipment, electrical current, working at above ground heights using ladders, lifts or other elevating devices, and direct contact with chemicals.

**Direct Reports:**

None

**Knowledge, Skills and Abilities:**

## Knowledge of

- Effective communication techniques and methods, particularly useful in a fast-paced, event-driven setting.
- Structure and content of the English language including the meaning and spelling of words and rules of composition and grammar.
- Administrative and clerical procedures and systems such as word processing, managing files and records, transcription, designing form, and other office procedures and terminology.
- Event industry best practices, including that of event planning and scheduling, facility management, crowd management, public safety, F&B services and AV and IT operations.
- Organizational and facility policies, procedures and strategies to realize effective and safe operations.
- Customer and guest service principles inclusive of customer needs assessment and evaluation of customer satisfaction, industry best practices and quality standards in order to provide outstanding customer and guest service.

## Skilled at

- Actively listening – giving full attention to what is being said, understanding points being made and asking questions for clarification.
- Communicating effectively – conveying clear and concise messages verbally including by two-way radio, phone and email.
- Understanding written sentences and paragraphs in work-related documents.
- Time management in order to oversee the needs of several events taking place at a given time.
- Critical thinking – using logic and reasoning to identify alternative approaches and determine effective solutions.
- Decision-making – considering the benefits and detriments of potential actions to choose the most appropriate action.
- Complex problem-solving – identifying and assessing situational factors and addressing a matter to determine a workable and favorable resolution.
- Developing creative and alternative ideas and solutions affluently.
- Recognizing, managing and responding to sensitive information and urgent matters.
- Efficiently using Microsoft Office applications including Excel, Outlook and Word.
- Meeting high standards of service and maintaining effective client relationships.

## Ability to

- Understand spoken and written English language.
- Apply general guidelines or directives to specific scenarios or challenges to produce sound results or solutions.
- Conduct self in a professional and composed manner.
- Comprehend, assess, and respond effectively to oral, written and non-verbal communication.
- Identify and assess details and deduce anything sub-par or problematic.
- Prioritize tasks and responsibilities within specified time constraints.
- Function effectively in moderate to high-pressure situations.
- Allocate focus among multiple tasks and activities taking place simultaneously.

- Type and operate a computer and other office devices including, but not limited to, calculators, telephones, copy and fax machines and printers.
- Bend, stretch, twist, reach and otherwise move to perform assigned duties.
- Work collectively as a team member and take initiative to complete tasks working individually.

**Pre-Requisites:**

- High school diploma or equivalent is required.
- Minimum of two years of clerical or administrative support experience in operations, preferably at an event, entertainment or other major public facility.
- Current Kentucky State at Large Notary Public commission is preferred.

**Additional Requisites:**

- Must have reliable transportation to arrive to work location for scheduled shifts on time.
- Applicants of and employees filling this position may be required to submit to a background check.

**COVID-19 Considerations:**

- Kentucky Venues adheres to Kentucky Healthy at Work guidelines.
- Employees must monitor their health before and during shifts and follow protocol in place if: displaying symptoms, known exposure is confirmed or a positive test result is diagnosed.
- Employees and guests are required to wear a face covering over their nose and mouth inside state facilities and in state vehicles with more than one occupant.
- Employees and guests are encouraged to wash and sanitize their hands regularly and to social distance to the greatest extent practicable.
- Disposable masks and hand sanitizer are provided to employees as necessary.

**Application Process:**

Applicants should email a letter of interest, a résumé and three professional references to:

Chris Shinkle, Director of Operations  
Kentucky International Convention Center  
[Chris.Shinkle@kyvenues.com](mailto:Chris.Shinkle@kyvenues.com)

The subject line of the email shall state “Operations Administrative Assistant Vacancy”.

*The Commonwealth of Kentucky does not discriminate on the basis of race, color, religion, sex, national origin, sexual orientation, gender identity or expression, ancestry, age, pregnancy or related medical condition, marital or familial status, disability, veteran status, political affiliation, or genetic information in accordance with state and federal laws.*