



LA CROSSE CENTER

Reorganization Plan 2020

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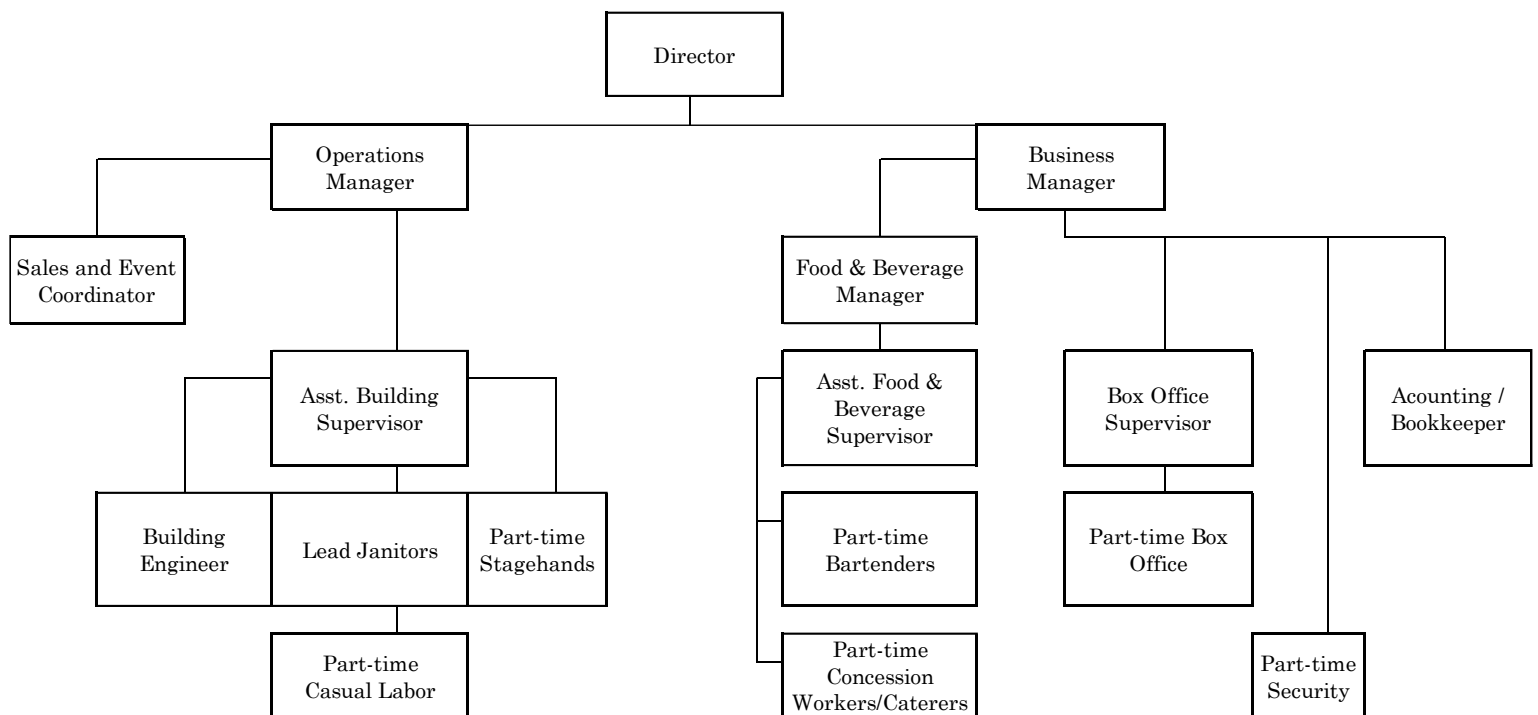
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PRE COVID-19 STAFFING LEVELS

The La Crosse Center had 15 full-time positions filled Pre-COVID-19. An additional full-time position of a Marketing Coordinator was scheduled to be filled on April 1, 2020. The venue also had approximately 250 part-time positions.

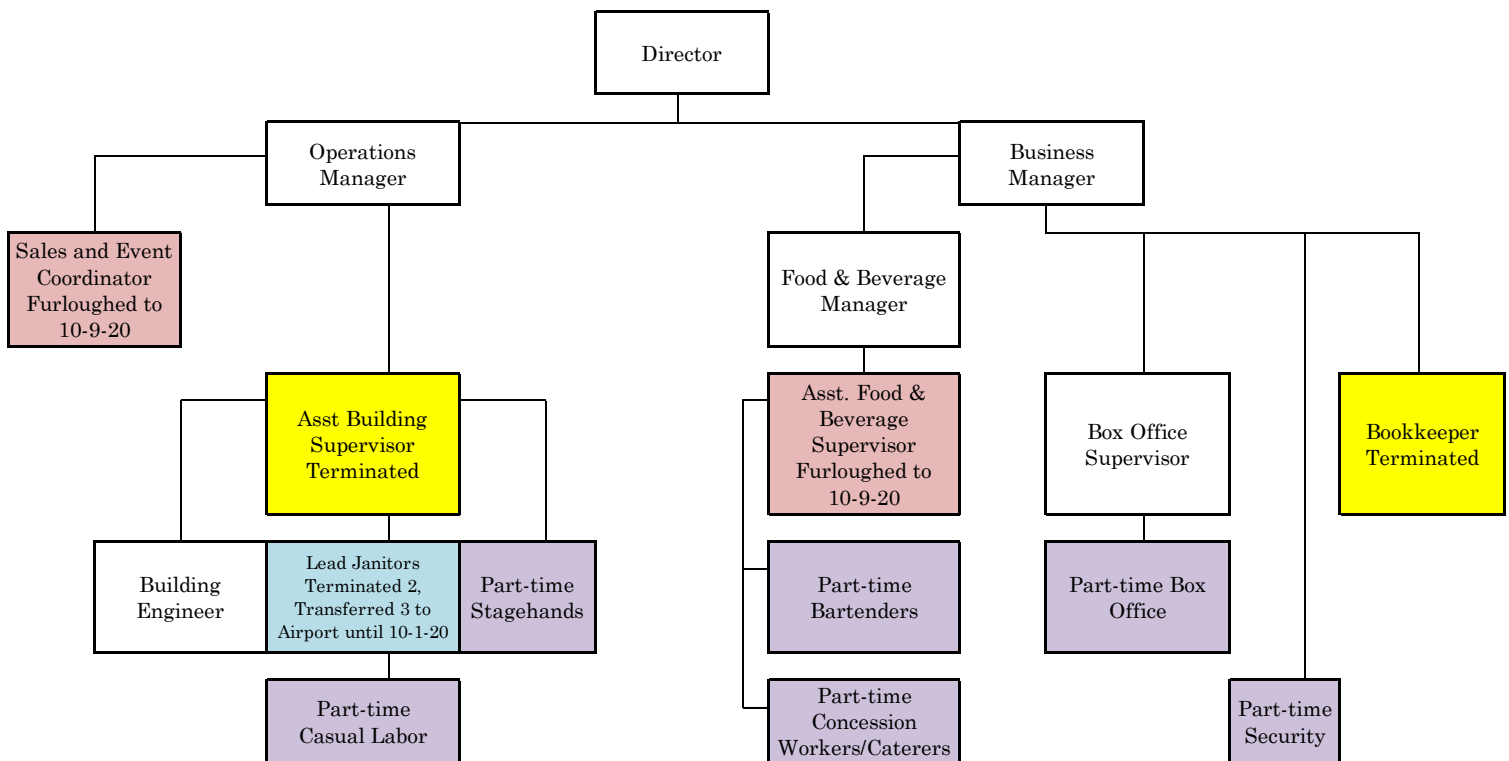
**La Crosse Center Organization Chart
January 1, 2020**



COVID19 STAFFING LEVELS – MARCH- APRIL-MAY-JUNE-JULY- AUGUST- SEPTEMBER 2020

When COVID19 hit in Mid-March, the La Crosse Center immediately laid off all its part-time positions. This followed quickly in early June with the elimination of four full-time positions of a Bookkeeper, Assistant Building Supervisor, and two Lead Janitors. In addition, two team members were furloughed until October 9th, and three Lead Janitors were deployed to work at the La Crosse Airport until the end of September 2020. This left the active staff at the Center at six people.

**La Crosse Center Organization Chart
COVID 6-11-20**



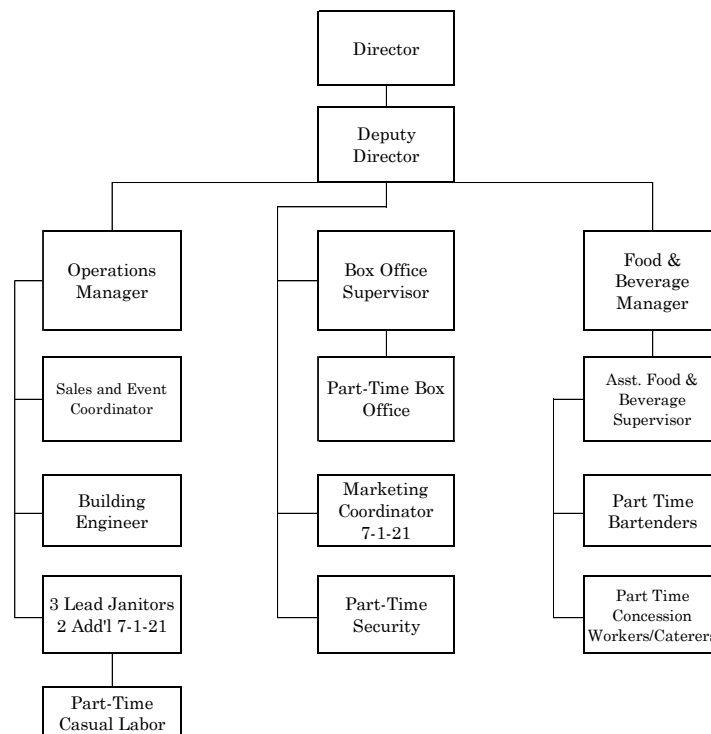
Asst Bldg Supervisor - Unfunded
Bookkeeper - Unfunded
2 Lead Janitors - Terminated
3 Lead Janitors - Airport
All Part-time Team - Layed Off
Asst F & B Super - Furloughed
Sales/Event Coord - Furloughed

PHASING BACK IN STAFFING LEVELS – OCTOBER 2020 TO DECEMBER 2021

With the Center working on bringing back events in October 2020, we will see a return of our three Lead Janitors from the Airport and our two furloughed team members. This will start us in January 2021 with 11 full-time people. Then on July 1, 2021, we would phase back in two Lead Janitors and a Marketing Coordinator. This would bring the Center to 14 full-time team members. These 14 are compared to the 16 we had as of January 2020.

This phasing would allow for the Center, along with the part-time team, to handle the anticipated event levels for that time period. These three positions would only be filled if the expected event levels would cover the additional salaries.

**La Crosse Center Organization Chart
January 1, 2021**

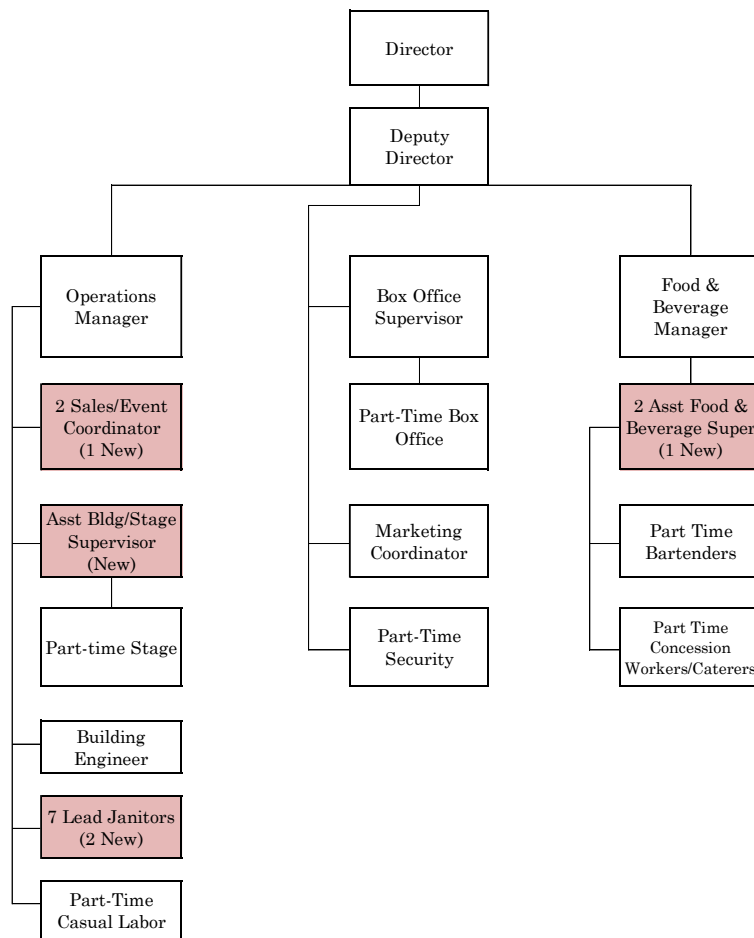


FULL STAFFING LEVELS WITH NEW FACILITY JANUARY 2022

With the anticipation of being nearly fully operational in January 2022, the venue would add to its staffing levels two more Lead Janitors, one Sales/Event Coordinator, one Food & Beverage Assistant, and one Assistant Building/Stage Supervisor. This would bring the total full-time team to 19 people. This would be three more in comparison to the March 2020 Pre COVID19 time.

The phasing-in process allows us the flexibility to follow the flow of the budget and to add or subtract staffing as business permits.

**La Crosse Center Organization Chart
January 1, 2022**



REORGANIZATIONAL STRUCTURE

The La Crosse Center team is recommending an organizational structure that is the following:

Director Levels

Director

It is felt that there is a need to have one individual fill that role. The Director would oversee all operations, communicate with the Board, Mayor, and City Council, and make final decisions.

Deputy Director

A Deputy Director would fill the role of many of the business duties for the Center and address the activities in Operations, Box Office, Food and Beverage, Accounting, Human Resources, Marketing, and Security.

Manager Level

Food and Beverage Manager

Oversee all operations of concessions, in house & external catering, and beverages (both alcoholic and non-alcoholic). This person would also be supervising two Assistant Food and Beverage Supervisors who would manage the part-time concession workers, caterers, bartenders, and outside caterers.

Sales/Operations Manager

This position would oversee convention services, two Sales and Events Coordinators, pool staffing of casual workers, and the Assistant Building/Stage Supervisor who would manage the part-time, casual laborers and stagehands.

The Reorganizational Structure above lays out a clear and defined role of duties. It also departmentalizes the venues key components: Food & Beverage, Administration, and Sales/Operations.

This organizational chart can guide the employees to know their responsibilities and gives a clear divide on their functions. It also shows the department's relationship with team members. Another goal will be to identify if a supervisor's workload is too heavy. And finally, this structure will allow each department to analyze their budget, staffing levels, and to generate reports.