



MAY 2018
FLSA: NON-EXEMPT

FACILITY ATTENDANT

DEFINITION

Under general supervision performs a variety of duties overseeing the operations of the Community Center and other recreational facilities including but not limited to seasonal recreational programs, group meetings, special events and private rentals.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Recreation Services Manager and/or designee. Facility Attendants may exercise supervision over other part time employees and or contractors.

CLASS CHARACTERISTICS

This is a journey level class in the Recreation Services Division. Incumbents assist users of City facilities during events; open and close facilities; ensure facilities are clean at all times; and provide excellent customer service.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Opens and closes City facilities.
- Ensures department personnel policies and procedures are followed.
- Knowledge and use of emergency action plans.
- Maintains accurate records and logs.
- Cleans and maintains facilities including restrooms as well as removing trash and recycling.
- Trains users of the facility on the set up and taking down of tables and chairs.
- Performs walking through facility both at the beginning and end of an event with renters.
- Presents a professional appearance and attitude at all times and maintains a high standard of customer service.
- Ensures professional appearance of the facility.
- Ensures the facility and its patrons are safe and secure at all times.
- Ability to handle issues calmly as they arise including but not limited to building malfunctions, medical emergencies and disgruntled renters and guests.
- Performs miscellaneous job-related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Rules and regulations of facilities.
- English language, grammar and usage.
- Spanish is highly desirable.
- Firm understanding of standard safety practices and use of materials and equipment used in facilities such as custodial products, furniture and audio visual equipment.
- Firm understanding of great customer service practices as well as the ability to handle stressful and intense situations.
- Written and oral instructions as well as communicate effectively with Co-workers and the public.
- Maintaining positive working relationships with other employees, contractors and business people.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Working independently, prioritizing and completing work assignments.
- Being attentive to details and ensuring the security and safety of the facilities.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and experience of working with the public in a service role. A typical way of gaining this experience is through previous work in a service related industry.

Licenses and Certifications:

Possession of and ability to maintain a valid California class C driver's license and a satisfactory driving record.

Current and valid Basic CPR Certificate and First Aid Certificates desired.

PHYSICAL DEMANDS

Must possess vision to read printed materials; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a note pad and pen or pencil. Positions in this classification occasionally bend, stoop, kneel, reach, push, and may assist with carrying chairs and tables.

ENVIRONMENTAL ELEMENTS

Employees work in an environment with moderate noise levels, controlled temperature conditions, and direct exposure to hazardous physical substances. Employees may interact with challenging staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.