



COMMUNITY CENTER ASSISTANT

Job Description

The job description does not constitute an employment agreement between the City and employee and is subject to change. The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.

Class Title:	Community Center Assistant	Effective Date:	April 1, 2020
Working Title:	Community Center Assistant	Type:	Non-Represented
Department:	City Recorder	Supervisor:	City Recorder / Community Center Manager
FLSA Status:	Non-Exempt	Supervises:	None

CLASSIFICATION SUMMARY

Under the general direction of the City Recorder/Community Center Manager and lead work direction of the Community Center Coordinator, this position is responsible for providing customer service to those renting the City of Keizer Community Center for conferences, workshops, seminars, meetings and a variety of other public and private events. The Community Center Assistant works with the Community Center Manager, the Community Center Coordinator and a team of Community Center staff to provide daytime, evening & weekend coverage for activities held in the Community Center. Duties include room set-up and coordinated customer service to multiple customers at one time. The Community Center Assistant also performs a wide variety of manual and semi-skilled tasks involving building maintenance of the Community Center including accessibility and appearance, building repairs and janitorial duties. Such duties are completed in coordination with the advice and support, as needed, of the Facilities and Maintenance Technician.

SUPERVISION

This position does not supervise.

PHYSICAL DEMANDS – SAFETY – WORKING CONDITIONS

The physical demands (including lifting, mobility, movement and manual dexterity), work environment and working conditions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

In the performance of job duties, the employee is frequently required to sit; talk or hear; walk; use hands to finger, handle, or feel objects, tools, or controls; bend; and reach with hands and arms. Physical effort is required to perform manual labor, climb ladders, bend, reach, talk, hear, and stand for long periods of time. Regular lifting of objects and equipment up to 75 pounds is required. Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus. Manual dexterity and coordination are required to perform the work. These abilities are used while operating equipment such as a computer and various software programs, motor vehicle, phone, calculator, copy and fax machines, and other related tools and equipment as well as providing Community Center Support services to customers prior to, during or following scheduled events.

Safety

Employees must maintain a safe work environment by complying with City and Department safety policies and rules and by practicing safety while performing the essential functions of the position.

Working Conditions

In the performance of the job duties, the employee will perform the majority of this job in office and conference center environments under usual office working conditions. Position will assist in Community Center staff training as well as event setup and teardown as needed. The noise level in the work area is often typical of most office environments, with telephones, frequent interruptions and background noises but also occasionally loud during amplified and/or crowded events. Duties include contact with employees and customers in conflict situations.

The position requires frequent use of interpersonal skills, teamwork, customer service skills and discretion; continuously using decision-making skills, problem analysis, negotiation, independent judgment, and/or action.

Working hours will typically include weekday afternoon and evening hours as well as Saturdays but will sometimes vary depending on schedule of events and needs of clients. While a consistent schedule will be the goal, due to the variability of event logistics, flexibility in scheduling will be necessary on an ongoing basis.

ESSENTIAL FUNCTIONS – DUTIES & RESPONSIBILITIES

An employee in this classification may perform any of the following duties; however, these examples do not include all the specific tasks which an employee may be expected to perform. Duties and responsibilities are subject to change by the employer as the needs of the employer and requirements of the job change.

It is the responsibility of every employee to represent the City of Keizer by responding to the public, citizens, its employees, and others promptly, professionally and with courtesy. This includes regarding everyone, internal and external, as a customer and delivering the best service possible in a respectful and patient manner. Additional responsibilities include assisting other staff in the performance of their duties as assigned, maintaining regular job attendance and adherence to assigned working hours, and operating a motor vehicle safely and legally while on City business.

65% Event Set Up & Support

This position provides Community Center customer service and client support individually and in partnership with Temporary Community Center Support staff when such staff are available. Incumbent will perform the duties listed below on a daily basis.

Event Set Up

- Sets up rooms according to layout diagrams – includes setting of tables, chairs, stage, media, opening/closing walls as necessary and any other items specified in the diagram.
- Following any changes made by client, ensures set ups meet all fire code guidelines.
- Ensures rooms are clean - vacuum and spot cleans carpets as needed, wipes down tables, empties garbage cans/restocks liners, removes any broken or damage equipment, etc.
- Provides tours to potential clients after hours, when needed.

Event Role

- Meets client at designated time – reviews room layout, establishes a point of contact for each event, reviews client responsibilities during events and after events (decorating, rental items, room clean up).
- Reviews lighting needs for events.
- Meets caterers to review event details and ensures alcohol is secured until time of service/security on site.
- Meets security personnel and communicates any concerns to them during events.
- Monitors areas of community center and lobby during events including monitoring kitchen for potential “warming only” violations.
- Refreshes and restocks restrooms as needed.
- Cleans any significant spills or major messes as soon as practicable to address safety concerns and prevent permanent damage to facility.
- Documents any significant damage or issues that may cause a deposit to be forfeited.
- Maintains all safety aspects – including fire code violations and unsupervised children, communicates any safety concerns or issues to the event’s point of contact for resolution, elevates issues to appropriate next level if unresolved.
- Handles any equipment failures or media issues.

Post Event

- Inspects facility upon completion of events, documents any damages or facility use violations.
- Cleans Community Center rooms – vacuums, wipes down tables, spot shampoos any stains (carpet or chairs), empties garbage, wipes down garbage receptacles, cleans kitchen (wipes down counters/refrigerator/microwave/stove), cleans sink, mops floor, puts away all media equipment.
- Cleans Kitchen – cleans sink, mops floors, wipes down counters, refrigerator, microwave and stove. Ensures all personal items, food and beverages are removed.
- Cleans and restocks restrooms.
- Resets rooms to specifications listed on facility set-up instructions.
- Ensures facility is emptied of people and all doors are secured before leaving.

35% Community Center Maintenance

This position provides Community Center maintenance with advice and support, as needed, of the Facilities and Maintenance Technician, with some activities occurring on a daily basis and some on a monthly or bi-annual schedule. Duties include but are not limited to the following:

Vacuums carpet and cleans restrooms on a daily basis.

Cleans chairs and tables, ice machine, and range on a scheduled basis and as needed.

Services restroom sinks and urinals, including battery and vacuum breaker replacement.

Performs wall repair, including sheetrock patching, painting, and cherry wood baseboard maintenance on a schedule basis and touch-up painting as needed.

Changes light bulbs and repairs stage, projector screens, and other equipment as necessary.

Adjusts air wall panels on a bi-annual basis.

Performs carpet cleaning and resurfacing of kitchen floor on a scheduled basis and spot cleaning/carpet tile replacement as needed.

Repairs tables, chairs, doors, stage, projector screens, and other equipment as necessary.

MINIMUM QUALIFICATIONS

Education & Experience

High School Graduate and minimum of two years' experience including one year related to building security, custodial, facility set-up and take-down, preferably in a government facility or any equivalent combination of education and experience which provides the knowledge, skills and abilities to perform the essential functions and responsibilities of the position.

Licenses, Certifications & Other Requirements

- Pass background investigation.
- Bi-lingual Spanish skills preferred.

ADDITIONAL QUALIFICATIONS

Knowledge

- Practice of principles of quality customer service.
- Safety principles, methods, and procedures.
- Methods, practices, tools, and materials used in general maintenance and repair work.

Skill & Ability

- Work independently.
- Event set up, support, and problem-solving skills.
- Manage and resolve customer service situations using tact and good judgment.
- Use basic technical proficiency in operating multimedia equipment.
- Work under pressure and make quick decisions.
- Adjust to schedule changes and cover shifts on short notice.
- Establish and maintain effective working relationships with employees, management staff, representatives of governmental and community agencies and the public.
- Interpret and apply federal, state and local laws, policies, rules, and regulations.
- Proficiently use personal computers, word processing and spreadsheet software applications.
- While maintaining excellent customer service, work efficiently to manage projects under deadline pressure and within a significantly lean staffing model.
- Understand and follow oral and written instructions.
- Operate hand and electrical tools, and equipment properly and safely to perform the duties of this position.
- Read, write and verbally communicate effectively in person, on the phone, and via email.
- Establish and ensure accurate record-keeping
- Utilize computer programs and systems to manage automated systems.
- Learn new technology and effectively apply the technology to the job situation.
- Sufficiently perform the physical requirements of the classification.

Licenses, Certifications & Other Requirements

- Preferred at hire, must be able to obtain within one (1) year of hire: First Aid & CPR Certification.