COMMUNITY CENTER ASSISTANT

The City of Keizer, Oregon is accepting applications for Community Center Assistant

OPENING DATE
Thursday, March 12, 2020

CLOSING DATE/TIME
Tuesday, March 31, 2020, 5:00 PM

CITY RECORDER DEPARTMENT
The City Recorder is responsible for the overall administration, coordination, and evaluation of all City Recorder and Community Center functions. As the Department Director, the City Recorder provides administrative support to the City Council, serves as Election Officer, Risk Manager, Coordinates Volunteers for City Boards and Commissions, Records Management, and is responsible for long range planning and budget needs for the Department. Currently, the Department consists of a Deputy City Recorder, Community Center Coordinator, and several Community Center On-Call Temporary employees to carry out these functions.

The Keizer Community Center is a 9000 square foot facility that is utilized for public and private events. The Community Center Coordinator is responsible for the marketing, scheduling, and working with clients on room layouts and other event details to ensure each event is an overall success. The Coordinator is the lead worker to the Community Center Assistant and related temporary employees.

Although the City Recorder Department is small in number of employees, they are an energetic and skilled work unit that can only accomplish their work with significant teamwork. The Department thrives on providing outstanding customer service. The City Recorder Department promotes learning opportunities and seeks excellence in each position.

JOB SUMMARY
The Community Center Assistant is a new position for the City of Keizer.

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 will be on hand pre-event making sure client needs have been met, media equipment functions properly, and the building is clean and secured upon completion of the event.

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.

Important Note: To provide the necessary support to the Community Center during our busiest hours, this is a swing shift position with extended hours on Saturday.

To be considered for this position, candidates must be able and willing to work Tuesday through Friday from 3:00 PM to 11:00 PM and Saturday from 2:00 PM to 3:00 AM.

In addition, the schedule may require some flexibility, on occasion, based on the variability of event logistics.

See the attached job description for a complete list of duties.
PAY & BENEFITS

The pay range for this position is $3,071.47 - 4,005.73 per month, ($17.72 - 23.11 per hour).

Placement on the pay schedule will be dependent on amount and type of qualified experience.

Additional benefits include the following:
- Spanish Language Incentive, 5%
- Medical, Prescription, Dental and Vision with choice of plans
- Life Insurance
- Long Term Disability Insurance
- Paid Holidays & Personal Days
- Paid Vacation & Sick Leave
- PERS Retirement
- Deferred Comp - Match up to 6%
- Optional Flex Accounts
- Fitness Incentive Program
- 24-Hour Fitness Room

TO QUALIFY

Minimum qualifications include:
- High School Graduate
- Minimum of two years’ experience including one year related to event set-up and take-down, custodial or building security; 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.
- Pass background investigation.
- Bilingual Spanish skills preferred.
- First Aid & CPR Certification preferred at hire, must be able to obtain within one (1) year of hire.

APPLICATION INFORMATION

To apply, submit a Letter of Interest sharing why you are interested in the Community Center Assistant position as well as why you want to work for the City of Keizer.

The Letter of Interest must be submitted along with your City of Keizer Employment Application.

Note: Applicants from the prior recruitment need not reapply as applications remain active for 1 year.

See Application Instructions attached to the City of Keizer Application form for detailed directions on how to apply.

Click here for the application.

Veterans are encouraged to apply. Veterans requesting Veteran’s Preference must complete the Veteran’s Preference Form and provide required paperwork.

Click here for the Veteran’s Preference Form.

Applications must be received prior to the closing date/time in order to be considered. Postmarks will not be accepted as proof of meeting deadline.

Requests for accommodation under the Americans with Disabilities Act must be submitted in writing prior to the closing date of this announcement.

SELECTION PROCESS

An evaluation of all application materials will be conducted to determine candidates who will receive further consideration, including participation in an interview process.

One or more additional interviews or other qualifying activities may take place prior to contingent offer.

All employment offers are contingent upon successful completion of background investigation & drug testing.

CITY OF KEIZER

The City of Keizer is located in the beautiful Willamette Valley with Oregon’s largest city, Portland, to the north, and the state capitol, Salem, bordering Keizer to the south.

Oregon coastline and mountains are located just west and east of Keizer. Our weather is moderate throughout the year with summer temperatures typically in the 70’s and 80’s.
The City of Keizer has 103 total regular status employees, a varying number of temporary employees and assistance from dedicated community volunteers.

ADDITIONAL INFORMATION

SHARP Certification
The City of Keizer is the first municipality in the State of Oregon to earn Safety & Health Achievement Recognition Program (SHARP) Certification from the Occupational Safety and Health Administration (OSHA). This is a testament to our commitment to safety for our employees and our community.

Social Security Exemption
Full-time and part-time employees for the City of Keizer are exempt from Social Security Tax.

Drug Free Workplace
The City of Keizer is committed to maintaining a safe and healthy workplace free from the influence of alcohol and drugs.

Any offer of employment made to a potential new employee will be contingent upon the applicant passing a drug-screening test (including marijuana), and, as required by law, current employees may be required to participate in random, reasonable cause, and post-accident drug and/or alcohol screening during the course of employment.

Immigration Law
In accordance with the Immigration and Reform Control Act of 1986, employment of any individual will be contingent upon presentation of acceptable documents verifying identity and eligibility for U.S. employment.

Equal Employment Opportunity
The City of Keizer is dedicated to a policy of equal opportunity in employment to all qualified persons without regard to race, religion, color, national origin, sex, sexual orientation, gender identity, mental or physical disability, age or marital status.

We make employment decisions based on our evaluation of an individual's qualifications, abilities and anticipated contribution to the success of the City.

Veteran's Preference
We are proud of the many Keizer employees that are veterans. We support Oregon's Veteran's Preference law, we provide a method for qualified candidates to request employment preference.

Questions? Contact City of Keizer Human Resources at 503-856-3430 or send an e-mail to HR@keizer.org.

The information provided in this job announcement is not an implied contract and may be modified or revoked without notice.

Keizer is a place where you can make a difference!

930 Chemawa Road NE * PO Box 21000 * Keizer, Oregon 97307-1000
Telephone: 503-856-3430 * Fax 503-856-3445
Website: www.keizer.org
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
Working Title: Community Center Assistant
Department: City Recorder
FLSA Status: Non-Exempt
Effective Date: April 1, 2020
Type: Non-Represented
Supervisor: City Recorder / Community Center Manager
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 event set-up and take-down, custodial or building security, 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.