



EVENT 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:	Event Center Assistant	Effective Date:	August 1, 2023
Working Title:	Event Center Assistant	Type:	Non-Represented
Department:	Finance	Supervisor:	Event Center Manager
FLSA Status:	Non-Exempt	Supervises:	None

CLASSIFICATION SUMMARY

Under the general direction of the Event Center Manager, this position is responsible for providing customer service to those renting the City of Keizer Event Center for conferences, workshops, seminars, meetings, and a variety of other public and private events. The Event Center Assistant works with the Assistant City Manager / Finance Director, the Event Center Manager, and a team of temporary Event Center staff (Event Hosts) to provide daytime, evening, and weekend coverage for activities held in the Event Center. Duties include room set-up and coordinated customer service to multiple customers at one time. The Event Center Assistant also performs a wide variety of manual and semi-skilled tasks involving building maintenance of the Event 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 Facility 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, phone, calculator, copy and fax machines, and other related tools and equipment as well as providing Event 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 facility environments under usual office working conditions however, at times the performance of this job may require as the sole employee on site. Position will assist in Event Center staff training as well as event set-up and tear-down 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 holding themselves accountable to the City's Customer Service Principles of being Knowledgeable, Friendly, Empathetic, Trustworthy, Communicative and Helpful. 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 Event Center customer service and client support individually and in partnership with temporary Event Center Support staff (Event Hosts) 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, signage, stage, media, opening/closing walls as necessary and any other items specified in the diagram to make the room “client ready.”
- 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 regular business 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). Completes a pre-event walk through with the client.
- 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 Event Center and lobby during events including monitoring food preparation area 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 and documents any damages or facility use violations.
- Leads temporary Event Center employees (Event Hosts) during post event clean up and room resets.
- Cleans Event Center rooms – vacuums, wipes down tables, spot cleans any stains (carpet or chairs), empties garbage, wipes down garbage receptacles, puts away all media equipment.
- Cleans food preparation area – 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, lights are off, and all doors are secured before leaving.

35% Event Center Maintenance

This position provides Event Center maintenance with advice and support, as needed, of the Facility 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.

Cleans chairs and tables, ice machine, window sills, light fixtures, 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 scheduled basis and touch-up painting as needed.

Changes light bulbs and maintains other equipment, such as sound system speakers as necessary.

Adjusts air wall panels on a bi-annual basis.

Performs carpet cleaning and resurfacing of food preparation room 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.

Maintains janitorial supply inventory and audio-visual storage closets.

Updates the Event Center Host Manual.

Periodically inspects the Event Center facilities for safety concerns and to identify areas requiring preventive maintenance.

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 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.