



CITY OF CITRUS HEIGHTS

FACILITY ATTENDANT

DEFINITION

Under general supervision assists the public in their use of the Community Center and City Hall facilities for scheduled events; duties include prepare facility for use by private parties and community groups, set up/take down tables and chairs; minor maintenance and janitorial duties, set up of audio-visual systems, open and close facility for daytime, evening, and weekend rentals; and providing information to potential users regarding facility rentals and scheduling.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from supervisory and/or management staff.

Provide direct supervision to other part-time staff and/or volunteers.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Unlock, lock and inspect facility prior to, during, and after event.

Enter reservations, communicate with scheduled groups via phone and/or computer to confirm use of facility and identify needs.

Prepare facility according to user specifications; set up and take down furniture and equipment including dance floor/stage, tables, chairs, minor audio visual equipment and other furniture and equipment as required for event.

Keep restrooms, kitchens and refreshment areas clean and sanitized; maintain adequate inventory of towels, tissues, and other common use materials, perform related miscellaneous custodial duties.

Supervise, train and evaluate assigned part-time staff and/or volunteers.

Monitor activities of facility users for appropriate and safe conduct.

Clean up after facility users and set up for subsequent activities.

Sweep and mop floors as required.

Empty garbage throughout the facility as necessary.

Makes written reports of damage to equipment or facility.

Train volunteers on facility and rental procedures.

Interpret facility rules and regulations as per established guidelines and monitor facility users for adherence to building rules and party limitations.

Perform others duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and techniques for planning, servicing and coordinating a variety of entertainment, meeting, and banquet events.

Principles and practices of supervision, training, and evaluation.

Event set up and coordination.

Principles of customer service and conflict resolution.

Modern office methods, procedures, computer equipment and computer software.

Equipment, tools and materials used in modern office operations.

Standard audio visual equipment set up and usage.

Fire and safety regulations related to public assembly facilities.

Ability to:

Oversee events in progress; analyze and identify potential problems, situations and needs; accurately and quickly carry out solutions.

Coordinate multiple simultaneous rental uses and meet critical time deadlines.

Work independently and prioritize assignments.

Supervise, train and evaluate staff.

Perform heavy physical work including the lifting and moving of tables and chairs.

Work a flexible schedule including nights, weekends and holidays.

Assist users with set-up design and read set-up diagrams.

Identify custodial and maintenance needs and perform and/or assign related duties.

Follow written and oral instructions.

Deal effectively and courteously with the public.

Cancel rental function when user is not in compliance with rental agreement and City policies governing the use of facility.

Provide high quality, economical services to the Citrus Heights community, placing emphasis on responsive customer service.

Demonstrate a civic entrepreneurial spirit by generating new, innovative ideas and development of better methods to accomplish tasks and complete projects.

Foster an environment that embraces diversity, integrity, trust and respect.

Be an integral team player, which involves flexibility, cooperation and communication.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Use principles of effective office and event center safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.

Communicate clearly and concisely, both orally and in writing.

Operate a personal computer with proficiency and familiarity.

Experience and Training

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

Experience:

Two years experience, or equivalent, in custodial or building attendant position with significant customer service contact including at least one year in a lead or supervisor capacity.

Training:

Equivalent to completion of twelfth grade.

License or Certificate:

Possession of a valid California Driver's License.

PHYSICAL/SENSORY REQUIREMENTS

Light to moderate lifting (up to 50 pounds); pushing; pulling; crawling; climbing; prolonged periods standing; lifting above the shoulders; carry and work off a ladder; manual dexterity; vision and hearing to adjust audio visual equipment and observe and oversee participant use.

Equal Opportunity Employer

It is the policy of the City of Citrus Heights not to discriminate against qualified employees or applicants because of race, color, religion, gender, sexual orientation, marital status, national origin, ancestry, citizenship, age, medical condition, physical or mental disability, or any other basis protected by law. Qualified individuals with a disability will receive reasonable accommodation, as required by the California Fair Employment and Housing Act (FEHA), and federal laws including the Americans with Disabilities Act (ADA) and Section 504, during any phase of the selection process, providing such request is made to Human Resources at least five working days in advance. Medical disability verification may be required prior to accommodation.

File:	Facility Attendant
FLSA:	Non-Exempt
Created:	09/2009
Revised:	10/15/10 – Corrected EEO Language