

## SERVICE WORKER ASSISTANT

### JOB DESCRIPTION

**Classification Responsibilities:** A Service Worker Assistant performs a wide variety of manual work in support of the Training unit within the Mesa Fire and Medical Department, Arts and Culture Department, Business Services Department, community centers within the Parks, Recreation and Community Facilities Department, or the Household Hazardous Materials (HHM) facility with the Solid Waste Department. Duties may include: washing, fueling, loading, and unloading Department vehicles; transporting apparatus for repair; sweeping and mopping floors; cleaning smoke and ash residue from walls and repainting as needed; running training related errands; transporting, assembling, disassembling, and reconfiguring modular furniture; reading plans and building modular workspaces; room setup; setting up or taking down a moveable stage; hanging drapes, flags, curtains, or similar objects; assisting with maintaining fitness rooms and equipment; and interacting with guests, etc. This class performs related duties as required.

**Arts and Culture Assignment:** Duties include performing manual work in support of meetings, events, and activities at the Mesa Arts Center which involves event preparation such as setting up and breaking down of tables, chairs, equipment, audio/visual, and lighting according to a prescribed arrangement; performing custodial tasks such as cleaning of theaters, restrooms, sweeping, mopping, scrubbing, and waxing of floors; cleaning walls, windows, mirrors, furniture, and fixtures; working with cleaning chemicals to clean, sanitize, and deodorize spaces; performing semi-skilled work such as performing routine repairs of the facility and equipment including minor plumbing repairs in the area of fixing leaks, unclogging drains, toilet, and sink repairs; and performing minor electrical repairs replacing light bulbs, outlets, and ballasts. Performing or scheduling preventative maintenance of cleaning and flooring equipment. Operating light, motorized equipment such as a hydraulic lift, power washer, auto scrubber, and floor buffer; and interacting with internal customers daily and external customers and patrons when needed.

**Business Services Assignment:** Duties include performing tasks in the transport, assembly, and disassembly of modular furniture and other related services in City facilities. Work includes reconfiguring and moving components including bulky wall panels, heavy work surfaces, and other components to meet the needs of staff members in all City departments and buildings; organizing and inventorying modular furniture pieces and parts; reading plans and building modular workspaces as assigned by the Space Planner; consulting with the Space Planner for direction and clarification; communicating with vendors and City staff for details needed to assemble workstations; and driving to worksites and storage facilities to transport modular furniture pieces. This class is responsible for performing related duties as required.

**Solid Waste Assignment:** Duties include performing manual work in support of activities at the Household Hazardous Materials facility which involves unskilled tasks such as: greeting customers; confirming customer eligibility by reviewing identification; unloading materials from vehicles; sorting materials based on hazardous categorization and potential reuse; packaging, labeling, and loading hazardous materials for disposal in accordance with state and federal regulations; operating a forklift; and using proper personal protective equipment.

***Fire and Medical Assignment:*** Duties include performing general, light maintenance and custodial duties at the Fire Training Facility, which involves: cleaning, painting, and maintaining fire service tools; washing, fueling, loading, and unloading Department vehicles; transporting apparatus for repair; sweeping and mopping floors; cleaning smoke and ash residue from walls and repainting as needed; and running training related errands. This position routinely tests a variety of power tools and machinery; inspects the condition of apparatus parts and tools to ensure that they remain in good working order at all times; and maintains sufficient inventory of medical equipment, tools, and supplies. Duties also include assisting with training functions and events at the Fire Training Facility and other sites which involves: coordinating the ordering of training materials and organizing staff and volunteer roles; setting up training scenarios (example: placing equipment, positioning the apparatus, connecting hoses, and setting up tents and hydration stations); operating props during training exercises; performing basic videography duties; setting up for events (example: setting up and breaking down event props, equipment, and staging areas); and serving as a general liaison to direct visitors and assist them with resources onsite. This position also provides self-contained breathing apparatus (SCBA) and fire extinguisher training for other City departments and outside agencies.

***Parks, Recreation and Community Facilities Assignment:*** Duties include performing manual work in support of meetings, events, and activities at community centers which involves unskilled tasks such as: room setup (example: moving, taking down, and positioning chairs, tables, or other furniture according to a prescribed arrangement); setting up or taking down a moveable stage; hanging drapes, flags, curtains, or similar objects; cleaning (example: sweeping, mopping, scrubbing and waxing floors, washing walls, windows, mirrors, furniture, and fixtures); assisting with maintaining fitness rooms and equipment (example: daily cleaning, sanitizing, and detailing of fitness room and equipment; performing scheduled preventative maintenance of fitness equipment; interacting with guests; and provide basic equipment operations information); semiskilled work such as operating light motorized equipment, a hydraulic lift, power washer, and autoscrubber; and setup for special or public events.

***Distinguishing Features:*** Service Worker Assistants are required to use appropriate safety equipment and follow safety and departmental procedures in performing assignments.

***Arts and Culture Assignment:*** Working conditions include: standing for long periods of time; working in adverse weather conditions; dealing calmly with upset customers; performing light maintenance tasks such as cleaning up and/or repairing of toilets; changing of light bulbs, ballast, basic painting, and other facility or equipment repairs as needed; and performing custodial tasks such as regular cleaning of restrooms, dressing rooms, classrooms, windows, stainless steel, offices, etc. Lifting and moving heavy objects. Employees may work independently on routine, recurring assignments or assist a skilled worker in performing more complex tasks. Employees work rotating shifts and are subject to irregular hours such as evenings, weekends, holidays, and split shifts, sometimes on short notice to meet the demands of scheduled events. A Service Worker Assistant is supervised by a Lead Service Worker who reviews work through observation, meetings, reports, and results achieved.

***Business Services Assignment:*** This class works with a degree of independence which requires good judgment and initiative in determining the methods and procedures that will be used for each job or project. Working conditions include: standing and bending for long periods of time to assemble, disassemble, or reconfigure modular furniture, bulky wall panels, heavy work surfaces, and other components; and lifting and moving heavy objects.

***Solid Waste Assignment:*** This class requires incumbents to work a flexible schedule including weekends. Working conditions include: lifting and moving heavy objects and standing and bending for long periods of time to sort, label, categorize, and load hazardous materials.

***Fire and Medical Assignment:*** This position is a civilian class which may require incumbents to work a flexible schedule to perform assigned duties on weekends and evenings in order to meet the demands of scheduled events. Working conditions include: standing and walking for long periods of time to perform custodial duties and assist with training exercises and events; working outdoors in adverse weather conditions; and lifting, moving, and operating heavy objects.

***Parks, Recreation and Community Facilities Assignment:*** Working conditions include: standing for long periods of time while setting up and cleaning up for meetings, events, and activities and performing custodial duties; dealing calmly with angry people; the possibility of performing unpleasant custodial tasks (clean up and/or repair of toilet and sewer backups); and lifting and moving heavy objects. Employees work rotating shifts and work is subject to irregular hours (example: evenings, weekends, holidays, split shifts), sometimes on short notice in order to meet the demands of scheduled events.

This class is distinguished from the full-time Service Worker class by the full-time worker's responsibility for functioning as the primary liaison with event clients on a regular basis on the day of the event. This class is supervised by a Deputy Fire Chief, a Recreation Center Maintenance Technician, a Space Planner, a Lead Service Worker, or an Environmental Programs Supervisor who reviews work through meetings, reports, and results achieved. This class is FLSA nonexempt.

## QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required.** Graduation from high school or GED. Some (6 months - 1 year) experience performing manual labor and/or maintenance tasks.

### Special Requirements.

***Arts and Culture Assignment:*** Must possess a valid Class D Arizona Driver's License by hire date. Must obtain a City of Mesa Forklift Operator's certification within six months of hire date.

***Business Services Assignment:*** Must possess a valid Class D Arizona Driver's License by hire date.

***Solid Waste Assignment:*** Must possess a valid Class D Arizona Driver's License by hire date. Must meet the qualifications to wear a tight-fitting respirator by passing a medical evaluation test in accordance with Code of Federal Regulations (CFR) 1910.134 within six months of hire and must maintain annual recertification. Must obtain a City of Mesa Forklift Operator's certification within six months of hire date. Must be able to obtain Occupational Safety and Health Administration (OSHA) 40-Hour Hazardous Waste Operations and Emergency Response (HAZWOPER) certification within six months of hire date and must maintain annual refresher training.

***Fire and Medical Assignment:*** Must possess a valid Class D Arizona Driver's License by hire date. Must obtain Mesa Fire and Medical Department Driver Operator Certification (driving portion only) within one year of hire date. Must meet the qualifications to wear a tight-fitting respirator by passing a medical evaluation test in accordance with CFR 1910.134 by hire date and must maintain certification.

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** Experience in public contact work and/or customer service is preferred. Bilingual speaking skills (English/Spanish) are desirable.

***Arts and Culture Assignment:*** Some (6 months - 1 year) experience in a performing arts center, recreation center, convention center, and/or hotel environment with experience performing manual labor and/or maintenance tasks.

***Business Services Assignment:*** Familiarity with multiple systems/modular furniture brands for assembly, disassembly, and reconfigurations.

***Solid Waste Assignment:*** Good (1 – 3 years) customer service experience with the public in a warehouse or stockroom setting that includes reading and/or creating product labels, operating equipment such as a pallet jack or forklift, and handling chemicals and hazardous materials/waste.

***Fire and Medical Assignment:*** One year or more of experience working in fire or medical services and familiarization with firefighting equipment, fire, and emergency medical services (EMS) operations is preferred. An Associate's Degree related to fire or medical services and National Fire Protection Association (NFPA) Firefighter I and II certifications are desirable.

## **ESSENTIAL FUNCTIONS**

**Communication:** Communicates with a variety of individuals which may include other City employees, contracted part-time labor crews, vendors, contractors, representatives from visiting agencies, and the general public in order to respond to questions and requests for service, give directions, answer questions, and discuss event setups.

***Arts and Culture Assignment:*** Communicates with clients, other City employees, vendors, contracted part-time labor crews, and the general public to respond to questions and requests for service. This position will provide direction; discuss event setups, answer questions, address safety regulations, and assist with communicating City or Arts and Culture policies. Prepares night reports and leaves information and instructions for the next shift. Instructs and trains part-time labor crews.

***Business Services Assignment:*** Communicates with coworkers, management, vendors, and the City staff members in order to establish and maintain effective working relationships. Other communications involve coordination of work with others, resolution of complaints, and status of work.

***Fire and Medical Assignment:*** Uses email to disseminate information regarding program schedules, lesson syllabi, and event updates. Creates and edits PowerPoint presentations for training instruction.

Provides direction and assistance to employees, volunteers, and visitors during trainings and events. Conducts SCBA and fire extinguisher training for other City departments and outside agencies.

**Manual/Physical:** Stands and walks for long periods of time to perform custodial cleaning, maintenance tasks, and set up; and assist with events such as meetings, activities, or trainings. Detects calls for assistance and other radio communications, and audible backup warning devices when working around moving equipment. Works with cleaning fluids and agents, and paints to clean and touch up floors and walls. Works in a variety of weather conditions. Works in settings where incumbents must be able to twist, bend, stoop, stretch, lift, and carry/move equipment. Uses appropriate Personal Protective Equipment (PPE). Meets scheduling and attendance requirements.

**Arts and Culture Assignment:** Set up equipment and measure distances to layout chairs and table patterns. Operates a motor vehicle (pickup truck, golf cart, and forklift) requiring a standard Class D Arizona Driver's License to move equipment and pick up parts and materials. Assists in moving office and building furniture and equipment. Moves equipment or tables weighing up to 60 pounds for distances of up to 30 feet with the assistance of an aid, to comply with event setups. Works in a variety of weather conditions while setting equipment, chairs, barricades, and risers in outdoor facilities. Uses common hand tools such as a hammer, screwdriver, wrench, drills, saws, ladders, and other tools commonly used to do minor repairs to facilities. Distinguishes colors to repair electrical switches and outlets. Unclog drains, fix leaks, replace broken electrical outlets, and paint to maintain the facility or remove graffiti or vandalism damage. Cleans, sanitizes, deodorizes, and replenishes supplies in restrooms. Disposes of trash, sweeps, mops, waxes floors, vacuums, and polishes furniture and woodwork. Works with cleaning fluids and chemicals to clean, sanitize, and deodorize break rooms, restrooms, and offices. Operates power-driven machinery such as a buffer and floor scrubber. Moves janitorial supplies and trash cans weighing up to 40 pounds, a distance of up to 60 feet to stock rooms. Assists skilled maintenance technicians/workers in performing more complex tasks. Works at elevated levels of up to 30 feet.

**Business Services Assignment:** Safely operates a motor vehicle (such as an automobile or pickup truck) requiring a standard Class D Arizona Driver's License. Uses hand tools and small power tools to assemble and disassemble components. Stage components required for space jobs. Stand and bend for long periods of time to assemble, disassemble, and reconfigure modular furniture, bulky wall panels, and other components. Move, load, unload, and transport components up to 70 pounds from storage sites to worksites. Establish and maintain a safe workspace at worksite.

**Solid Waste Assignment:** Safely operates a motor vehicle (such as an automobile or pickup truck) requiring a standard Class D Arizona Driver's License. Operates a forklift and moves items weighing up to 800 pounds. Uses equipment such as carts, dollies, and pallet jacks to move large containers, weighing up to 2,500 pounds, and to unload customer vehicles and move materials, including bulky items and large appliances. Uses a respirator when performing duties requiring exposure to hazardous materials. Separates materials for processing and storage based on training, reference materials provided, and sound analytical thinking. Stands, bends, twists, kneels, lifts, and carries repeatedly and for extended periods of time. Climbs stairs and ladders. Works on elevated structures. Enters data into a computer and/or tablet. Uses common hand tools, such as a screwdriver, hammer, drill, etc. Detects unsafe working conditions (example: audio and visual backup warning devices, smoke, toxic gas fumes, leaking containers, etc.). Works outside in all types of extreme weather conditions.

***Fire and Medical Assignment:*** Sets up and/or operates directional signs, traffic cones, barricades, extension ladders, simulated smoke machines, door and roof props, tables, chairs, trash receptacles, water coolers, and event props, equipment, and staging areas. Tests a variety of power tools and machinery including chain saws, pneumatic air chisels, blowers, generators, hydraulic jacks, jaws, and adapters used for extrication. Drives apparatus and Department vehicles to and from Fire Maintenance for repair requiring a standard Class D Arizona Driver's License. Visually inspects inventory of medical equipment and other tools and supplies. Operates a variety of standard office equipment. Operates a simple recording device to perform basic videography duties. Moves items with assistance weighing up to 175 pounds. Climbs several flights of stairs when assisting with training exercises at the Training Facility burn tower or other high-rise locations. Uses a respirator when performing duties requiring exposure to hazardous fumes and/or when working in a confined space.

***Parks, Recreation and Community Facilities Assignment:*** Measures distances to lay out chair and table patterns. Sets up chairs, tables, staging, risers, and other furniture according to work order specifications. Operates power driven machinery such as a hydraulic lift, power washer, buffer, and autoscrubber. Uses common hand tools such as a hammer, screwdriver, and wrench to adjust staging and do minor repairs to facilities. Performs physical inventories of tables and chairs. Moves tables weighing up to 60 pounds for distances of up to 30 feet with the assistance of an aid to comply with event setups. Cleans meeting rooms. Works at elevated levels of up to 60 feet while placing stage lighting and replacing light bulbs.

### **Mental:**

***Arts and Culture Assignment:*** Takes accurate measurements and performs simple mathematical calculations. Reads and understands layouts, sketches, and drawings to locate items in room setup. Learns job-related material through on-the-job training. Learns and performs assigned tasks quickly and correctly through on-the-job training and educational opportunities. Learns safety regulations and practices safety precautions. Enters data or information into a PC to print task programs and night reports.

***Business Services Assignment:*** Reads and interprets sketches, diagrams, drawings, specifications, and blueprints. Understands verbal and written instructions. Comprehends and makes inferences from written material. Ability to assess workspaces in order to suggest changes that make the workspace more functional as well as to ensure workspace is assembled correctly and is safe.

***Solid Waste Assignment:*** Understands verbal and written instructions. Comprehends and makes inferences from written material. Learns job-related material through on-the-job training. Recognizes and is aware of the personal and public safety risk when handling potentially hazardous materials.

***Fire and Medical Assignment:*** Learns job-related material and training practices through on-the-job training. Prioritizes own work assignments or tasks based on training or event needs. Understands and follows direction from sworn and other Department personnel regarding the proper placement of training equipment, props, and other materials.

***Parks, Recreation and Community Facilities Assignment:*** Prioritizes work relating to sequence of room setups. Takes accurate measurements and makes simple mathematical calculations to determine

placement of furniture for room setups. Reads and understands layouts, and simple sketches and drawings to locate items in room setup. Learns job-related material through on-the-job training regarding the operation of light motorized equipment.

**Knowledge/Skills/Abilities:**

Knowledge of:

City and Department policies and procedures regarding events;  
general event layout, equipment, and room capacity;  
general maintenance procedures and equipment;  
the methods, practices, tools, and materials used in modular workspaces (*Business Services Assignment*);  
occupational hazards and necessary safety precautions applicable to building maintenance work;  
basic math, fractions, measurements, and decimal conversion (*Business Services Assignment*); and  
customer service principles.

Skill in:

instructing workers to complete tasks (*Parks, Recreation and Community Facilities Assignment*);  
providing service to customers;  
operating cleaning and maintenance equipment; and  
operating motorized equipment such as a forklift, hydraulic lifts, power washer, auto scrubber, etc.

Ability to:

learn job-related material, such as cleaning methods, materials, and equipment operation primarily through oral instruction and observation which takes place mainly in an on-the-job setting;  
understand and follow oral and written instructions;  
measure distance using a tape measure;  
use graphic instructions such as layouts, setup plans, and other visual aids;  
stage materials for upcoming jobs;  
lift and transport furniture components (*Business Services Assignment*);  
read drawings of cubicle plans and understand cubicle components (*Business Services Assignment*);  
safely assemble furniture components to modify/create workspaces for City staff members (*Business Services Assignment*);  
provide a high level of customer service, record data accurately and maintain daily records, and perform basic classification and research of potentially hazardous materials (*Solid Waste Assignment*);  
prepare written reports and documentation of work;  
read and interpret working drawings;  
operate power driven machinery and tools;  
clean areas using a broom, mop, or other appropriate tool;  
work with cleaning fluids, chemicals, cleaning agents, or similar solutions using only normal protective equipment;  
recognize safety hazards;

establish and maintain effective working relationships with coworkers, management, vendors, and City department staff; and remain in a standing position for extended periods of time while performing custodial tasks and assisting with meetings and events.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 1/24

GG/lb/kg

CS3703.DOCX (Full-Time)

PAY GRADE: 41

CS3543 (Part-Time)

PAY GRADE: 41

CS3742 (Part-Time, Non-Benefited)

PAY GRADE: 41

EEO-S/M

IND-9015

JOB FCTN-GEN

SWORN-No

INCREMENTS 43-200