

SERVICE WORKER

JOB DESCRIPTION

Classification Responsibilities: Service Workers perform duties which involve responsive customer service oriented public contact with clients; including physical tasks such as room setup and breakdown involving the placement of chairs, tables, stages, risers, podiums, dance floors, and other requested room equipment and the cleaning of rooms, restrooms, or other facilities; and semiskilled work such as light maintenance or routine repair of facilities and equipment; set up and operation of sound and lighting equipment in support of meetings and events at the City's Convention Center. May assist in placement of water or other containerized non-alcoholic beverage service and prepared food trays. Employees may be responsible for supervising and organizing the work of temporary agency workers/contract labor crews setting up rooms for meetings and events including training workers in procedures and the proper operation of equipment. In addition, work includes inputting information into a personal computer (PC) in order to enter and print event setups and document a variety of event information for activity reports. On occasion employees may be called upon to assist with set up of more complex sound or lighting systems, or to operate a forklift with some skill. This class performs related work as required.

Distinguishing Features: Working conditions include: standing for long periods of time; dealing calmly with angry people; possibility of performing light maintenance tasks (example: clean up and/or repair of toilet and sewer backups; basic painting and other facility or equipment repairs as needed); and lifting and moving heavy objects. Employees work rotating shifts, and at times may be the only Convention Center employee on duty while supervising contractual employees. Work is also subject to irregular hours (example: evenings, weekends, holidays, split shifts) sometimes on short notice in order to meet the demands of scheduled events. A Service Worker is supervised by a Service Worker Foreman who reviews work through observation, meetings, reports, and results achieved. The part-time classification has been designated as a non-classified, non-merit system, at-will position. 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. Any combination of training, education, or experience equivalent to graduation from high school or GED. Good (1 - 3 years) experience working in a public contact capacity.

Special Requirement. Must possess a valid Arizona Driver's License by hire date.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Some (6 months - 1 year) experience in a convention center and/or hotel environment, and experience in the set up of microphones and small audio-visual (AV) equipment is desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with Convention Center clients, other City employees, contracted part-time labor crews, vendors, contractors, and the general public in order to respond to questions and requests for service; give direction; answer questions; discuss event setups and AV changes; and enforce safety regulations, and City and Convention Center policies. Prepares night reports, and leaves information and instructions for the next shift. Instructs and trains part-time labor crews.

Manual/Physical: Reviews the work of contracted labor crews to ensure compliance with standard safety and operating procedures, and event work orders. Measures distances to lay out chair and table patterns. Sets up chairs, tables, staging, risers, and other furniture according to work order specifications. Performs custodial cleaning and maintenance tasks such as sweeping, mopping, shampooing carpets, operating a floor scrubbing machine, picking up trash, unclogging drains, fixing leaks, replacing broken electrical outlets, painting to maintain facility or remove graffiti or vandalism damage, and changing light bulbs and fuses. Detects calls for assistance and other radio communications, and audible backup warning devices when working around moving equipment. Operates a motor vehicle (pickup truck and forklift) requiring a standard Arizona Driver's License to move equipment, pick up parts and materials, move stacks of chairs, tables, etc. Operates power driven machinery such as a buffer and floor scrubber. Uses common hand tools such as a hammer, screwdriver, and wrench to adjust staging and do minor repairs to facilities. Enters data or information into a PC in order to enter and print event setups and night reports. 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 with cleaning fluids and agents and paints to clean and touch up floors and walls. Works in a variety of weather conditions while setting chairs, barricades, and risers in outdoor Amphitheater. Works at elevated levels of up to 60 feet while placing stage lighting and replacing light bulbs. Meets scheduling and attendance requirements.

Mental: Prioritizes and assigns work to part-time staff, and prioritizes own work relating to sequence of room setups. Takes accurate measurements and makes simple mathematical calculations. 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 hookup and operation of AV equipment.

Knowledge/Skills/Ability:

Knowledge of:

City policies and procedures regarding events;
general event layout, equipment, and room capacity;
general maintenance procedures and equipment; and
customer service principles.

Skill in:

instructing workers to complete tasks;
providing service to customers;

operating cleaning, maintenance, lighting, sound, and AV equipment; and operating motorized equipment such as forklifts, vehicles, etc.

Ability to be tactful yet firm in dealing with impatient, upset, and/or demanding clients.

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 8/18

KM/ya/aa

CS3726.DOCX(Full-time)

PAY GRADE: 42

CS4030(Part-time)

PAY GRADE: 42

CS4096(Part-time, Non-benefited)

PAY GRADE: 42

EEO-S/M

IND-9015

JOB FCTN-GEN

SWORN-No

INCREMENTS 62-200