

LEAD SERVICE WORKER

JOB DESCRIPTION

Classification Responsibilities: A Lead Service Worker provides lead supervision and performs semi-skilled duties which involve responsive service-oriented public contact with clients; operating light motorized equipment such as a hydraulic lift, power washer, and auto scrubber; setup and operation of sound and lighting equipment in support of meetings and events at the City's owned venues (Convention Center, Mesa Amphitheater, related meeting rooms); facility and grounds maintenance (Mesa Arts Center); and performs unskilled tasks such as room setup and cleaning. Lead responsibilities include: giving and receiving instructions; making changes in work orders; coordinating setup schedules; determining the needed number of, and ordering, part-time contracted workers for event setups; and assigning work to Service Workers, Service Worker Assistants, part-time workers, and temporary agency workers. This class is responsible for performing related duties as required.

Distinguishing Features: Working conditions include: working at heights of up to 60 feet or in small spaces, standing for long periods of time, dealing calmly with angry people, performing unpleasant custodial tasks (example: clean-up or repair of toilet and sewer backups), and lifting and moving heavy objects. Supervision is received from the Service Worker Foreman who reviews work through meetings, reports, and results achieved. Incumbents work rotating shifts, and at times, may be the only City employee on duty while supervising contractual employees. Work is also subject to irregular hours (example: evenings, weekends, holidays, and split shifts) sometimes on short notice. 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. Two years' experience in the general operation of an arts center, convention center, exhibition hall, performance theater, or convention hotel including the setup and operation of sound, lighting, and audio-visual (AV) equipment.

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

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Good (1 - 3 years) experience with routine maintenance of: heating, ventilation, and air conditioning (HVAC) systems, plumbing, electrical, and water processing systems.

ESSENTIAL FUNCTIONS

Communication: Communicates with clients, other City employees, temporary agency workers, vendors, contractors, and the general public in order to respond to questions and requests for service, give directions, answer questions, discuss event setups and AV changes, explain equipment operation,

and enforce safety regulations and City and Department policies. Prepares night reports and leaves information and instructions for the next shift. Instructs and trains new operations staff and 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. Sets up and/or operates sound and lighting equipment. Performs custodial cleaning and maintenance tasks such as sweeping, mopping, shampooing carpets, operating a floor scrubbing machine, picking up trash, unclogging drains, fixing leaks, painting to maintain facility or remove graffiti or vandalism damage, replacing broken electrical outlets, and changing light bulbs and fuses. Operates a motor vehicle (pickup truck and forklift) requiring a standard Class D Arizona Driver's License to move equipment, pick up parts and materials, and move carts of tables, chairs, etc. Enters information into a personal computer (PC). Moves stacks of tables, chairs, and risers weighing 50 pounds or more, using a cart or other aid to assist with the lifting and long distances (more than 75 feet) in order to set up rooms. Works in a variety of weather conditions while setting risers, chairs, and barricades in the outdoor venue spaces. Detects calls for assistance and other radio communications and audible backup warning devices when working around moving equipment. Meets scheduling and attendance requirements.

Mental: Prioritizes and assigns work to full-time and part-time staff and prioritizes own work relating to sequence of room setups. Applies knowledge of established policies and procedures to respond to client questions and requests for service, such as considering impact upon other events, running an event past agreed upon hours, whether staffing is available to make changes to a room setup pattern or audience capacity shortly before an event begins, and, if appropriate, whether the client is willing to pay the increased costs. Reads and interprets simple sketches and drawings. Estimates labor or material costs from work plans to determine staffing level needed to complete setup within time allotted. Functionally supervises the work of part-time labor, Service Worker Assistants, and Service Workers engaged in meeting and event set up, including training in procedures and proper operation of equipment.

Knowledge/Skills/Abilities:

Knowledge of:

City policies and procedures regarding events;
general event layout, equipment, and room capacity;
general maintenance procedures and equipment;
customer service principles;
stage lighting and sound systems in a large public assembly facility designed for multipurpose use; and
theatrical, commercial, and general event layout.

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, hydraulic lift, power washers, auto scrubbers, vehicles,
etc.

Ability to:

lead work crews; and
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 this job change.

Revised 6/25

MZ/js/ah

CS3803.DOCX

EEO-S/M

JOB FCTN-GEN

Non-DOT Safety and Security-N

CDL-N

RESP-N

PAY GRADE: 46

IND-9015

SWORN-No

Non-DOT Random-N

DOT-N

INCREMENTS 61-200