

SERVICE WORKER FOREMAN

JOB DESCRIPTION

Classification Responsibilities: A Service Worker Foreman is responsible for supervising the workers, setup, and related services for a variety of Convention Center events to meet client needs. The incumbent also: monitors linen and uniform contracts, orders, and deliveries; routinely reviews the physical condition of the grounds and facilities and prioritizes and/or schedules repair/maintenance tasks; performs the timekeeping functions for assigned workers; maintains table and chair inventory; and meets with Event Coordinators to review upcoming events (discusses special needs, unusual issues, reviews room setup, and ensure compliance with fire codes and fit). This position is responsible for personal computer (PC) and Local Area Network (LAN) cabling/connectivity, including basic knowledge of PC hardware and peripherals for setup as customers request. This class performs related duties as required.

Distinguishing Features: The Service Worker Foreman provides first-line supervision (including selecting, training, coaching, scheduling, and observing work performance) for full-time, part-time, and temporary staff, including timekeeping and evaluation functions. This class is distinguished from Service Workers and other classes (who are responsible for cleaning, room setup, and related duties) by the timekeeping and first-line supervisory responsibility. This is a "working" classification and on an as-needed basis, the incumbent may perform the same tasks as the staff who are supervised or others assigned to this position's oversight. Supervision is received from the Event and Operations Supervisor who reviews work through meetings, conferences, reports, and results achieved. Work is subject to irregular hours (i.e., evenings, weekends, and holidays), sometimes on short notice. This class is FLSA nonexempt.

QUALIFICATIONS

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from high school or GED, preferably supplemented by courses in lighting and sound techniques, audio-visual (AV) technology, or closely related area. Considerable (3 - 5 years) progressively responsible experience in a large convention center or similar operation, including experience in: general operations (example: scheduling work, room setup, etc.), and general building maintenance. Good (1 - 3 years) lead worker or supervisory experience.

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

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Experience in AV, sound and stage lighting applications, and proper setup of PCs, peripheral equipment, and LAN cabling/connectivity is preferred. Bilingual speaking skills (English/Spanish) are desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with clients, other City employees, contracted part-time labor crews,

vendors, contractors, public officials, and the general public in order to direct and assign workers in maintenance, installation, alteration, removal, and clean up of buildings, facilities, and equipment; responds to questions and requests for service; gives direction; discusses event setups' AV changes; explains equipment operation (including PC and related software and LAN setup), and enforces safety regulations and City and Convention Center policies. May prepare night reports and leave information and instructions for the next shift. Instructs and trains new staff, part-time labor crews, and other workers assigned to special events. Prepares written documents such as work orders, service contracts, technical specifications, and justifications with clearly organized thoughts and using proper sentence structure, punctuation, and grammar.

Manual/Physical: Reviews the work of others, including contracted labor crews, to ensure compliance with standard safety and operating procedures, and federal, state, and local regulations as they pertain to building maintenance, and event work orders. Measures distances to lay out chair and table patterns. Sets up PCs and peripheral equipment, including linkages with LAN, AV equipment, chairs, tables, staging, risers, and other furniture according to work order specifications. Performs custodial cleaning and maintenance tasks and operates power driven machinery such as buffer and floor scrubber. Uses common hand tools such as a hammer, screwdriver, and wrench to adjust staging and do minor repairs to facilities. Detects calls for assistance, 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, and stack chairs, tables, etc. Enters data or information into a PC in order to enter and print event setups and night reports. Oversees and may assist with physical inventories of tables and chairs, and moves carts of tables and chairs using a forklift. Moves stacks of tables and chairs, and risers weighing 50 pounds or more long distances (more than 75 feet) to comply with event setups. Cleans meeting rooms, working with cleaning fluids, agents, and paints to clean and touch-up floors and walls. Remains in a standing position for extended periods of time. Works in a variety of weather conditions while setting chairs, barricades, and risers in an 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 full-time and part-time staff, and temporary labor crews; 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 staff 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. Takes accurate measurements and makes simple mathematical calculations to determine placement of furniture and electronic and AV equipment for room setups. Reads and understands layouts, simple sketches, and drawings to locate items in room setup. Estimates labor or material costs from work plans to determine the staffing level needed to complete setup within time allotted. Provides training in procedures and proper operation of equipment to assigned staff.

Knowledge/Skills/Abilities:

Knowledge of:

supervision and leadership theory and principles;

operating procedures of a large convention facility and general event layout; stage lighting, sound systems, and mechanical rigging (including electricity, electronics systems and equipment setup, operation, and maintenance) in a large public assembly facility designed for multipurpose use; community center complex electrical power systems and capacities; theatrical, (including musical and stage entertainment show setup), commercial, and general event layout; and PC, related peripherals, and LAN setup.

Skill in:

supervising full-time, part-time, City of Mesa and contracted labor workers; operating a forklift; using a PC for e-mail, simple data recordkeeping/analyst (spreadsheets), reports/memos (word processing), payroll/timekeeping; using graphic instructions such as layouts, setup plan, and other visual aids, draw and diagram lighting plots, equipment locations and circuit connections; hanging, focusing, and circuiting lights; selecting proper sound equipment, its placement, connection, and testing; performing routine maintenance, minor repairs, and modifications of equipment and systems; preparing estimates of weekly staffing requirements, including the need for contractual personnel; and obtaining quotes for approval on major facility or equipment repairs and modifications.

Ability to:

routinely schedule, train, and evaluate work performance of subordinate staff and properly complete required personnel and performance appraisal forms; assist subordinate staff in setup and operation of sound, lighting, or related systems to meet client needs; work in and foster a team environment to encourage productivity and job satisfaction; communicate effectively with coworkers, supervisors, contracted workers (often in a bilingual setting), other City employees, and vendors/contractors; train staff in the operation, setup, and preventive maintenance of equipment; attend coordination meetings to obtain event information; determine jobs to be done and best order and manner in which to complete tasks, considering room, equipment, labor available, the complexity of the work involved, and sequence and timing of events; review work in progress and upon completion; determine items needed to maintain inventory of replacement lamps and bulbs, electrical repair parts, hand and power tools, and to make arrangements for purchases of supplies to replenish inventory; design, modify, and fabricate equipment to meet event needs, and to increase efficiency and economy of operations; complete maintenance and repair activities including those at heights of up to 60 feet; communicate with and respond positively to a demanding and diverse public in answering questions, explaining Convention Center policies, and handling complaints; and assess and assign priorities to problems and work assignments when confronted with multiple priorities.

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 to Update Industrial Code 1/15

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CS4191.DOC

PAY GRADE: 44

EEO-S/M

NDOT SAFETY-No

SECURITY-No

NDOT RANDOM-No

DOT SAFETY-No

CDL-No

RESP-No

IND-9015

JOB FCTN-GEN

SWORN-No

INCREMENTS 81-200