

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 event setup and breakdown involving the placement of chairs, tables, stages, risers, podiums, dance floors, and other requested event equipment and the cleaning of rooms, restrooms, or other facilities; semiskilled work such as light maintenance or routine repair of facilities and equipment; and set up and operation of sound and lighting equipment in support of meetings and events at City facilities. This position 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 Service Worker Assistants, and temporary agency workers/contract labor crews setting up facilities 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.

Mesa Arts Center Assignment: Duties include performing manual work in support of meetings, events, and activities at the Mesa Arts Center to include event preparation tasks such as setting up/break down of tables, chairs, equipment, podiums, audio/visual, and lighting. Performing semi-skilled maintenance work such as performing routine facility and equipment repairs including plumbing tasks such as fixing leaks, toilet and sinks, and unclogging drains; electrical repairs to include replacing light bulbs, outlets, and ballasts; performing scheduled preventative maintenance work on cleaning and flooring equipment; and operating light motorized equipment such as a hydraulic lift, power washer, auto scrubber, and floor buffer. Additional duties include custodial tasks such as cleaning theaters, studios, and bathrooms to include: sweeping, mopping, and waxing floors; cleaning walls, windows, mirrors, furniture, and fixtures; and working with cleaning chemicals to clean, sanitize, and deodorize spaces. This position will assist in supervising temporary staff when a Lead Service Worker is not available; updating work orders and task applications daily; and interacting with internal and external customers when needed.

Distinguishing Features: Working conditions include: standing for long periods of time; working in adverse weather conditions; dealing calmly with angry people; possibility of performing light maintenance tasks (such as: cleaning up and/or repairing toilets and sewer backups, changing light bulbs, ballast, basic painting, custodial tasks, and other facility or equipment repairs as needed); and 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 at times, may be the only employee on duty while supervising contractual employees. Work is also subject to irregular hours (such as: evenings, weekends, holidays, split shifts), and sometimes on short notice in order to meet the demands of scheduled events. A Service Worker is supervised by a Service Worker Foreman, Lead Service Worker, or Recreation staff 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 Class D Arizona Driver's License by hire or promotion date. ***Mesa Arts Center Assignment:*** Must obtain a City of Mesa Forklift Operators certification within six months of hire or promotion date.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Some (6 months - 1 year) experience in a performing art center, recreation center, convention center, and/or hotel environment; and experience in the setup of microphones and small audio-visual (AV) equipment is desirable. ***Mesa Arts Center Assignment:*** experience performing manual labor and/or maintenance tasks.

ESSENTIAL FUNCTIONS

Communication: Communicates with 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 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 facilitate event lay out within facility and grounds. Sets up equipment, 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 Class D 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. Distinguishes colors to repair electrical switches and outlets. 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 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. Unclogging drains, fixing leaks, replacing broken electrical outlets, and painting to maintain the facility or remove graffiti or vandalism damage. 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 equipment, chairs, barricades, and risers in outdoor facilities. 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. Learns safety regulations and practices safety precautions.

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.

Skills in:

instructing workers to complete tasks;
providing service to customers;
operating cleaning, maintenance, lighting, sound, and AV equipment;
operating motorized equipment such as forklifts, vehicles, etc.; and
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 1/24

AD/js/yf

CS3726.DOCX(Full-time)

PAY GRADE: 44

CS4030(Part-time)

PAY GRADE: 44

CS4096(Part-time, Non-benefited)

PAY GRADE: 44

EEO-S/M

IND-9015

JOB FCTN-GEN

SWORN-No

INCREMENTS 43-200