

EVENT SERVICES SUPERVISOR

Position Code: 1665
WC Code: 9015
FLSA Status: Non-Exempt
Pay Grade: 351
Location: Recreation
Approval Date: 2023

General Statement of Duties

Performs responsible semi-skilled and skilled work in the coordination and cleanliness of meeting space at the Charles Mack Citizen Center; performs rooms set-up and limited maintenance. Provides all visitors to the Center with a friendly and positive experience by delivering effective customer service, maintaining safe and attractive facilities, and successfully supervising staff.

Distinguishing Features of the Class

An employee in this class is responsible for leading a small full-time and part-time staff engaged in the planning, daily cleaning, limited maintenance of the building, and performance of technical work. This individual works alongside staff to deliver and be responsible for consistently high levels of customer service. Work also includes scheduling full-time and part-time event staff; coordination with office staff and customers on room set-up and logistics; setting up audio-visual equipment; and preparing the room environment such as lighting and temperature. Work also involves ensuring that all employees abide by all safety rules and regulations and use care and accuracy in handling of chemical cleaning supplies and heavy equipment. Requires on-call and call-back duties; requires considerable customer contact requiring tact and courtesy and problem-solving ability. Work subjects the employee to inside and outside environmental conditions, noise, vibration, hazards associated with maintenance work, fumes, chemicals, mists, gases and oils. Duties may also expose the employees to human body fluids and thus the work is subject to the OSHA requirements on blood-borne pathogens. Work is performed under the general supervision of the CMCC Manager and is reviewed by observation of quality and quantity of work completed and timeliness of completion. The Events Services Supervisor will act as "Manager on Duty" as directed.

Duties and Responsibilities

Coordinates room set-up with office personnel and customers; participates in the arranging of rooms for customers to use for a variety of events such as meetings, receptions, family reunions and theater presentations; coordinates weekly and daily room schedule for reservations; follows lay-outs and sets up rooms; moves tables and

chairs; coordinates standard arrangements for rooms when not in use; stores excess tables and chairs; may set up room in various layouts several times a day, depending on volume of usage.

Coordinates and prepares audio-visual and other technology equipment for presentations, meeting, theater, etc.; insures proper security, set-up and storage of equipment; performs sound and light responsibilities in the auditorium.

Coordinates, supervises, and prepares schedules for full-time and part-time event staff;

Trains staff in job duties, including safety procedures.

Meets with Manager frequently to solve problems, set priorities and deadlines; and provides information and receives guidance concerning performance issues of subordinate staff.

Assists visitors with logistical issues and problems; participates in problem solving.

Supervises and assists staff with general and in-depth cleaning of facility.

Supervises and conducts inspections of facility and grounds daily, monthly, semi-annually, and annually to insure that all areas are clean and maintained to expected standards.

Maintains inventory of supplies and places orders when needed; also includes equipment and tools necessary to perform maintenance of facility.

Works closely with Facilities Department to identify necessary maintenance repairs and service in the facility. May be required to perform limited maintenance duties. Submits maintenance requests as needed through internal system.

Responsible for all equipment maintenance and inspections in the facility.

Accesses e-mail and computer programs which include daily set-ups of rooms, supply inventory, staff schedules, purchasing accounts, etc.

Supervises and participates in daily inspection of the therapeutic pool; records chemical and temperature levels; manually reads chemicals and adjusts chlorine and pH when necessary; maintains proper pool water level; and maintains pool records for the local health department.

Meets with service contractors, vendors and inspectors.

Performs other duties as requested.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Thorough knowledge of methods, cleaning chemicals, supplies and equipment used in building maintenance work.

Considerable knowledge of safety equipment and procedures required in performance of duties.

Considerable knowledge of the use, storage, preparation and operation of a variety of audio-visual and related technology equipment.

Considerable knowledge of customer service skills and ability to manager customer complaints in a professional manner designed to retain the customer's business and trust.

Ability to participate in problem-solving of logistics issues.

Ability to oversee and review work activities of maintenance staff.

Ability to understand and follow oral and written instructions.

Ability to use varied equipment required in the performance of duties.

Ability to work with a wide variety of visitors in a courteous and tactful way.

Ability to establish and maintain effective working relationships with other employees, superiors, and the general public.

Ability to keep records.

Working knowledge of the occupational hazards and safety precautions of the work.

Ability to keep records.

Physical Requirements

While performing the duties of this job, the employee is frequently involved in some combination of climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, grasping, talking, and hearing. Hand and finger dexterity is required to operate equipment. This position involves heavy work requiring the employee to exert up to 100 pounds of force occasionally; and/or up to 50 pounds of force frequently; and/or up to 20 pounds of force constantly to move objects. Lifts and carries heavy equipment and/or materials (up to 50 pounds) to perform assignments.

Must possess the visual acuity to make visual inspections of work assigned and completed, operate equipment in the performance of maintenance tasks.

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Minimum Education and Experience

High School Diploma or GED and one to three years of related experience.

Special Requirement

Possession of valid North Carolina Driver's license.

Possession of or ability to obtain Certified Pool Operators License from National Aquatics Society within 2 years of hire.