

EVENT SERVICES TEAM LEAD

Position Code: 1298

WC Code: 9410

FLSA Status: Non-exempt

Pay Grade: 348

Location: Recreation

Approval Date: 2023

General Statement of Duties

Performs manual tasks in the coordination of meeting space, setting up of rooms, and maintenance of Charles Mack Citizens Center. Provides all visitors with a friendly and positive experience. Primarily works evenings and weekends and acts as the Team Lead in absence of the Events Services Supervisor.

Distinguishing Features of the Class

An employee in this class works under supervision of the Event Services Supervisor and performs a variety of tasks involving manual work in the maintenance of buildings and grounds and setting up rooms for various functions. Building maintenance includes tasks such as mopping and buffing, vacuuming, dusting, and cleaning bathrooms. Work also includes moving tables and chairs, arranging to match room set up formats. Work also includes setting up audio-visual equipment, technology, and coordination with customers on room set-up and logistics. Employees must abide by safety rules and regulations and use care and accuracy in handling chemical cleaning supplies.

Work also 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 work is subject to the OSHA requirements on bloodborne pathogens. Work is assigned daily, performed under limited supervision and is reviewed by Event Services Supervisor.

Duties and Responsibilities

**This section of the job description is not intended to be a comprehensive list of duties and responsibilities of the position. The omission of a specific job function does not absolve an employee from being required to perform additional tasks incidental to or inherent in the job. Performance of lower-level duties may be required. Essential functions include, but are not limited to:*

Leads team in planning and coordinating setups for a variety of events such as meetings, receptions, family reunions and theater presentations; checks weekly and daily room schedule for reservations; follows pictured lay-outs and sets up rooms; moves tables and chairs and sets up; sets up room in standard arrangements when not in use; stores excess tables and chairs; may set up rooms in various layouts several times in a day, depending on volume of usage.

Serves as Supervisor on Duty and leads evening and weekend staff in the absence of the Event Services Supervisor.

Assists visitors in locating equipment, re-arranging rooms, and setting up food service. Prepares audio-visual and other technology equipment for presentations, meetings, theater, etc., ensures proper security, set-up, and storage of equipment. Assists visitors with logistical issues and problems; participates in problem-solving.

Prepares EOD Report for Event Services Supervisor.

Leads and performs cleaning and maintenance tasks including cleans and stocks bathrooms; scrubs toilets and sinks; wipes walls; polishes mirrors. Cleans offices and small rooms; cleans counters with disinfectants; wipes off telephones and copy machines; dusts, cleans glass on tables; polishes furniture. Cleans glass windows and doors, and furniture in lobby area, operates power washers to clean outside of windows. Empties trash filled containers.

Acts as liaison between the facility and clients, ensuring all clients' requirements are met and facility rules, regulations and policies are adhered to.

Plans, coordinate and execute meetings/events according to the needs of our clients in a timely manner. Maintain constant communication with the client before and during their meetings/events.

Ensures that the integrity of the facility is upheld in the manner that we and our guest are accustomed to.

Responds to crowd control and/or crowd management situations in a prompt and decisive manner and orally respond in a professional and diplomatic manner during crisis and/or sympathetic situations.

Responds to visual and audible alarms from building automation and life safety systems.

Makes immediate decisions and communicate with all users of the facility in an emergency situation.

Works extended and/or irregular hours including nights, weekends and holidays as needed.

Trains event services staff and provides functional oversight on assigned tasks.

Plans, organizes and assigns all day-to-day work assignments for event management.

Assigns duties to Event Services Team.

Leads the maintenance of inventory and suppliers and informs supervisor when supplies are needed.

Performs other duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Considerable knowledge of methods, cleaning chemicals and supplies and equipment used in unskilled building and grounds maintenance work.

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

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

Ability to participate in problem-solving of logistical issues.

Ability to understand and follow oral and written instructions.

Ability to use varied equipment required in 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.

Demonstrate knowledge in industry terminology, facility capabilities, operational procedures, event coordination and event-related services.

Demonstrate the principles and techniques of supervision, training and other administrative duties.

Ability to handle multiple tasks simultaneously.

Ability to operate a personal computer using Windows, Word, Excel, Outlook, Event Software programs (i.e., EMS), portable radio, and other related standard office equipment.

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.

Minimum Education and Experience

High School Diploma or GED and one to three years of progressively more responsible hospitality experience or experience in a related field.

Special Requirements

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.

Completes AED/First Aid Training within 1 year of hire.