

JOB DESCRIPTION

TITLE: FACILITY MONITOR

DEPARTMENT: OPERATIONS

REPORTS TO: EXECUTIVE DIRECTOR

STATUS: NON-EXEMPT

SUMMARY:

Perform a variety of custodial and set-up work in preparing for and cleaning up after events and activities at Sierra 2 Center. Maintain a clean, safe and usable facility. Open, close, and secure facility. Assist renters, visitors, and tenants with equipment set-up/function and general service requests. Monitor events and renter activities in progress for adherence to good neighbor policies and health, safety, and security compliance. Provide direction and assistance in resolving rental issues, facility problems and emergency situations. Facility Monitor may be assigned certain supervisory responsibilities.

SUPERVISION RECEIVED AND EXERCISED:

General supervision is provided by a higher level position, usually the Executive Director. There are no supervisor duties exercised.

ESSENTIAL DUTIES AND RESPONSIBILITIES: EXAMPLES OF DUTIES

Depending upon assignment, duties may include but are not limited to, the following:

- Provide exceptional customer service to those contacted in the course of work.
- Plan for equipment and furniture needs in advance of scheduled events using booking calendars and room diagrams to ensure requests can be met.
- Set up, arrange, and take down tables, chairs, and other furniture for banquets, meetings, concerts and other events according to specified arrangement charts, diagrams, or oral directions.
- Perform various custodial duties such as sweeping, scrubbing, stripping, waxing, washing windows, cleaning restrooms, removing waste materials and garbage, and vacuuming carpets—includes work areas such as furnishings, bathrooms, fixtures, walls and floors.
- Perform check-in and check-out duties with facility users.
- Perform minor repair on equipment and facility.
- Load and unload deliveries.

- Operate a variety of hand and cleaning tools used in event set-ups and in maintaining and cleaning building and grounds.
- Assemble items such as easels, bulletin boards, tables and chairs; hang or place as appropriate.
- Monitor and make adjustments as needed to HVAC thermostats and room temperature controls in accordance with ranges set for the facility.
- Organize and maintain janitorial and general operating supplies; recommend the ordering of needed supplies and equipment.
- Monitor events and rentals in progress to ensure smooth flow and to anticipate and resolve issues.
- Identify, enforce, and adhere to health, safety, and other regulations; report safety and sanitary hazards.
- Maintain confidentiality, especially related to sensitive organizational, customer, and other generally private information.
- Proactively use commonly accepted practices that conserve energy and promote environmental conservation.
- Perform related duties as assigned.

QUALIFICATIONS:

Knowledge of:

- Basic materials, methods, tools, and equipment used in cleaning and maintaining buildings to meet health and safety standards and present an attractive appearance.
- Health, fire, and safety codes and emergency procedures affecting the use of public events facilities/grounds.
- Operation of ADA lift and general ADA regulations.
- Standard safety precautions and rules used in custodial work.
- Booking calendars and room diagrams for planning event set ups.
- Cleaning solvents, soaps, waxes, and supplies used in custodial work and on a variety of surfaces.
- Use and purpose of common hand tools and equipment used in custodial work.
- Good public relations and customer service etiquette.
- Time management and prioritizing work loads.
- The organization and its general structure and purpose.

Ability to:

- Perform manual labor for extended periods of time.
- Perform routings building maintenance tasks involving minor repairs on equipment and facilities.
- Establish and maintain working relationships with other employees and the general public.
- Read, interpret and use visual diagrams and instructions for room set-ups and operation of electronic equipment.
- Follow simple written and oral instructions.
- Work irregular shifts, including weekends, evenings and holidays.

- Read and write and perform basic math functions at a level necessary for efficient job performance.
- Direct and provide guidance to the facility users, including in emergency situations.
- Anticipate, schedule, and coordinate equipment, operations, restocking of supplies, and the order of routine tasks.
- Identify and anticipate problems and take effective course of action.
- Respond to public inquiries and complaints in an effective and tactful manner.
- Determine appropriate levels of supplies.
- Lift, carry, and pull equipment and supplies weighing up to 50 pounds.
- Work under time pressure.
- Work in a busy environment with constant disruptions and distractions.

EXPERIENCE AND EDUCATION:

Experience:

One year of experience performing routine building custodial and maintenance work or conference/event venue set-up services; at least one year of working in hospitality and/or customer service position. One year of combined hospitality and custodial/maintenance work is acceptable.

Education: High school diploma or equivalent.

PHYSICAL REQUIREMENTS:

Standing: up to 2/3 of working time;

Walking: up to 2/3 of working time during events;

Sitting: up to 1/3 of working time;

Talking and hearing: over 2/3 of working time;

Using hands to finger, handle, and feel: 1/3 to 2/3 of working time;

Climbing /balancing: up to 2/3 of working time;

Stooping, kneeling, crouching, crawling: up 1/3 of working time;

Reaching with hands and arms: 2/3 and more of working time;

Lifting up to 25 lbs: over 2/3 of working time;

Lifting over 25 lbs: up to 1/3 of working time; and

Using close vision and adjusting focus (for reading and writing): up 1/3 to 2/3 of working time.

Using peripheral vision: 1/3 to 2/3 of working time

MENTAL REQUIREMENTS:

Analytical skills (analyzing information: calculating, comparing, editing, evaluating, interpreting, and organizing);

Understanding/interpreting written information (e.g. written documents);

Understanding/interpreting other visual information (e.g. maps, diagrams);

Understanding/interpreting oral information (e.g. spoken questions, directions);
Communicating information to others in writing (e.g. documenting information);
Communicating information to others verbally (e.g. conversing, explaining);
Problem solving: technical issues, scheduling or equipment use conflicts, public relations;
Planning skills (e.g. identifying the issue, creating a plan, communicating it to others, reporting on results);
Coordinating and directing the flow of facility users;
Ongoing decision making and ability to prioritize;
Concentrating and focusing on tasks despite interruptions;
Monitoring/taking responsibility for facilities, property and operations;
Basic mathematical skills for supply inventories, equipment allocation and task planning; and
Emotional/psychological factors:
 Coping with stressful situations (e.g. regularly working under time pressure, high volumes of public interactions)
 Occasionally dealing with trauma;
 Handling difficult public contacts (e.g. angry client)

ACKNOWLEDGMENT OF RECEIPT OF JOB DESCRIPTION

The undersigned employee acknowledges that he or she has been given a copy of his/her Job Description (as revised and effective June 2012).

Executive Director for and on behalf of
Sierra Curtis Neighborhood Association

Signature of employee

Dated: _____

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