CITY OF SANTA CRUZ
FACILITY ATTENDANT

Reports to	Community Center Coordinator or Auditorium Supervisor
Supervises	May exercise technical and functional lead direction over assigned temporary staff and volunteers
Bargaining Unit	Service

BASIC FUNCTION

Under general supervision, performs a variety of routine programmatic, administrative, general maintenance, and hands-on support tasks and duties in assisting with the day-to-day operations of Louden Nelson Community Center or the Civic Auditorium.

DISTINGUISHING CHARACTERISTICS

The **Facility Attendant** is an entry-level classification and is distinguished from the next higher level of classifications such as Community Center Assistant or Auditorium Assistant in that the latter is responsible for daily operations, planning, and promoting recreational and cultural programs and events at Louden Nelson or the Civic Auditorium.

TYPICAL DUTIES (*May include, but not limited to, those duties listed below.)*

- Monitors and/or staffs a designated public counter or production area; assists the public and clients, via phone, email and in person, by providing information or directing information requests according to established procedures; responds to questions and concerns in a professional and customer friendly manner regarding fees, permits, policies, procedures and services provided by the City.
- Compiles and maintains records using computer applications; prepares a variety of documents, including general correspondence, reports, memos, fliers, posters, and charts, layouts and itineraries; sorts, logs, and maintains records and other documents; may perform basic research.
- Schedules and arranges staff schedules, meetings, room, and facility reservations and prepares related contracts and documents; may register public for classes.
- Receives and processes purchases, fees, fines, or other transactions; sets up cash drawers and operates cash registers; prepares receipts, balances money received, and prepares deposits; reconciles transactions with receipts and cash; may assist with operating concessions, box office, coat check or merchandise booths.
- Controls access to assigned facilities by opening and closing them to the public, ensuring facility is secure upon closing; monitors ongoing use of facility to ensure user compliance with all facility policies and procedures; resolves conflicts and problems that arise; maintains and implements security and emergency procedures, including calling for law enforcement assistance when necessary.

- May assist with the coordination of stage, sound, and lighting arrangements, trains patrons on equipment operations; set up and operate lights and sound equipment as needed.
- May perform routine custodial tasks as required, including setting up rooms for classes and events; picking up trash; stocking and cleaning restrooms; coordinates facility maintenance and custodial services requests; operates and performs routine preventive maintenance on equipment.
- May direct, train and lead temporary employees in the performance of custodial, maintenance, cashiering, concession sales, clerical, production assistance, and other support duties; may assist with vendors such as cleaning crews and private security.
- Purchases program supplies within budget guidelines provided by supervisor.
- May act as primary facility representative, as assigned.
- Performs other related duties as assigned.

ENVIRONMENTAL AND WORKING CONDITIONS

Position requires sitting, standing, walking on level, uneven and slippery surfaces, reaching, twisting, turning, kneeling, bending stooping, squatting, crouching, grasping and making repetitive hand movements in the performance of daily duties. The position also requires both near and far vision when performing and inspecting work and operating assigned equipment. The ability to lift, carry, and push tools, equipment, and supplies weighing up to 50 pounds is also required. The incumbent may use chemicals, which may expose the employee to fumes, dust and air contaminants. The nature of the work also requires the incumbent to climb ladders, use power and noise producing tools and equipment, and may require the ability to drive motorized vehicles.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

MINIMUM QUALIFICATIONS

Abilities:

- Interact courteously and effectively with members of the public.
- Read, understand, and review documents for accuracy and relevant information.
- Learn to operate hand and power tools competently and safely.
- Implement, explain, and apply applicable policies, procedures, codes, and regulations.
- Use applicable office terminology, forms, documents, and procedures.
- Communicate clearly and concisely, both orally and in writing.
- Operate standard office equipment including computers and cash registers.
- Organize, prioritize, and follow up on work assignments.
- Follow verbal and written directions.
- Perform basic mathematical calculations quickly and accurately.
- Work independently and as a member of a team.
- Make sound decisions within established guidelines.
- Establish and maintain effective working relationships.

- Read, interpret and record data accurately; maintain manual and computerized record keeping systems.

OTHER REQUIREMENTS

- Willingness to work flexible hours, including holidays, evenings, weekends, and split shifts.

EDUCATION AND EXPERIENCE

Any combination of education and experience that provide the above knowledge, skills and abilities combined with any required licenses is qualifying. A typical way to obtain these requirements follows:

- High School degree or tested equivalent; and
- Six months of public contact experience.

LICENSES/CERTIFICATES

- Possession of a valid California Class C driver's license and a safe driving record, or the ability to provide alternate transportation which is approved by the appointing authority.

DESIRABLE QUALIFICATIONS

- The ability to speak, read, and write Spanish.
- Knowledge of the operation of theatre lighting and sound systems.

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