



Town of Wytheville

Job Opening

Job Title: Meeting Center Attendant (Two Positions, Full-Time with Benefits)

ANTICIPATED ANNUALIZED SALARY: At least \$32,802.00, DOE/DOQ. The Town of Wytheville participates in the Virginia Retirement System and provides an excellent benefits package.

DEPARTMENT: Public Information/Tourism **POSTED:** 10/12/2023 **FLSA DESIGNATION:** Non-Exempt

POSITION SUMMARY: The **Meeting Center Attendant** prepares the Wytheville Meeting Center facilities for client-requested meetings, events, rentals, and other special occasions. The Attendant's preparation tasks include but are not limited to setting up (and tearing down) meeting rooms with proper configuration of furnishings (including tables, chairs, staging, etc.), assisting with setting up meal/break services and audio-visual and/or sound system as needed, and any other requested amenities. This position is to provide excellent customer services to clients of the Wytheville Meeting Center in a timely and effective manner, working closely with other Meeting Center staff to achieve goals and objectives.

➔ **A Position Description is attached.**

REQUIRED MINIMUM QUALIFICATIONS: High school diploma or GED equivalent, and at least six months of work experience required, or, any equivalent combination of education and experience may be considered. Ability to: Perform job duties and responsibilities and interact with the public and fellow employees in a pleasing manner using tact and respect; Understand and carry out written and oral instructions; Understand and explain guidelines and policies to clients and vendors, both in writing and verbally; Communicate effectively verbally and in writing; Handle stressful situations in a calm and appropriate manner; Perform heavy manual tasks for extended periods of time; Work while adhering to established safety protocols at all times; Comply with Department and Town of Wytheville policies and procedures; and Work a varied work schedule sometimes outside of normal working hours, as may be required. A valid state driver's license is required and must be kept in good standing at all times. The selected candidate must frequently lift and/or move up to fifty (50) pounds and occasionally lift and/or move up to one hundred (100) pounds. Please see additional Physical Demands in the attached Position Description.

HOW TO APPLY: Applicants must complete an Employment Application to be considered for a Town job opening. Employment applications are available online at <https://www.wytheville.org/docs/general/employment-application.pdf>, or by visiting the Lobby of the Town Municipal Building at 150 E. Monroe St., Wytheville, VA. Please submit completed applications via email to: human.resources@wytheville.org, in person, or by USPS mail to: Department of Human Resources, Town of Wytheville, P.O. Box 533, Wytheville, VA 24382.

CLOSING DATE: Position is open until filled. Review of applications begins immediately and will continue until the position is filled or the posting is cancelled.

The Town of Wytheville is an Equal Opportunity Employer

POSITION DESCRIPTION

Class Title: Meeting Center Attendant

Department: Public Information/Tourism Department

FLSA Designation: Non-Exempt

Worker's Comp Group No.:

Effective Date: 10/05/2023

POSITION SUMMARY

The **Meeting Center Attendant** prepares the Wytheville Meeting Center facilities for client-requested meetings, events, rentals and special occasions. The Attendant's preparation tasks include but are not limited to setting up (and tearing down) meeting rooms with the proper configuration of furnishings (including tables, chairs, staging, etc.), assisting with setting up meal/break service and audio-visual and/or sound system as needed, and any other requested amenities. This position is to provide excellent customer service to clients of the Wytheville Meeting Center in a timely and effective manner, working closely with other Meeting Center staff to achieve goals and objectives.

SUPERVISION RECEIVED

Works under the direct supervision of the Meeting Center Supervisor. The Meeting Center Supervisor reports to the Assistant Director of Public Information/Tourism, who reports to the Director of Public Information/Tourism.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Prepares meeting facilities to carry out contracted client requests for use of the Wytheville Meeting Center, including setting up (and tearing down) meeting rooms with the proper configuration of furnishings (including tables, chairs, staging, etc.), assisting with setting up break service and audio-visual or sound system as needed and any other requested amenities. Vacuums, dusts, cleans counters, and removes trash from meeting rooms. Ensures prompt and accurate delivery of all client requests, working with other Meeting Center staff as may be needed.

Maintains visible, available presence in and around meeting rooms during event time to handle any client needs quickly and efficiently. Provides problem-solving solutions to client issues and last-minute needs, working with other Meeting Center staff as may be needed.

Monitors use of Wytheville Meeting Center kitchen by caterers during events. Ensures that caterers follow standards and guidelines for use of these facilities and return kitchen and facilities to proper order.

Prepares and serves lunch and break food items and beverages. Cleans up food and beverage items and cleans the kitchen to include washing dishes, mopping floors, and storing food properly.

Provides information desk coverage, including but not limited to receiving the public and/or

clients, answering the telephone using proper protocols, responding to basic questions from Meeting Center clients and visitors, and forwarding telephone calls to the appropriate office(s) in a timely manner. Monitors activity in the lobby area for appropriate conduct of facilities visitors, guests and/or employees and notifies appropriate leadership of behaviors and/or conduct that is inconsistent with department policy.

Works with other members of Public Information/Tourism Department (Wytheville Meeting Center and Wytheville Convention & Visitors Bureau) to market/publicize, prepare for, and assist with conducting events/programs and other tasks as assigned. Must be able to work a varied work schedule sometimes outside of normal working hours, as may be required.

Performs all duties in compliance with Department and Town of Wytheville policies and procedures and appropriate safety and security standards.

Performs other duties as may be assigned.

REQUIRED MINIMUM QUALIFICATIONS

Education and Experience:

High school diploma or GED equivalent, and at least six months of work experience required, or, any equivalent combination of education and experience may be considered.

Necessary Knowledge, Skills and Abilities:

Ability to perform job duties and responsibilities and interact with the public and fellow employees in a pleasing manner using tact and respect.

Ability to understand and carry out written and oral instructions.

Ability to understand and explain guidelines and policies to clients and vendors, both in writing and verbally.

Ability to communicate effectively verbally and in writing.

Ability to handle stressful situations in a calm and appropriate manner.

Ability to perform heavy manual tasks for extended periods of time.

Ability to work while adhering to established safety protocols at all times.

Ability to comply with Department and Town of Wytheville policies and procedures.

Ability to work a varied work schedule sometimes outside of normal working hours, as may be required.

Special Requirements:

A valid state driver's license must be kept in good standing at all times in order to pick up supplies occasionally and run errands as may be assigned.

TOOLS AND EQUIPMENT USED

Phone system; personal computer including word processing software; copy machine; fax machine; calculator and other basic office equipment. Occasional work with audio-visual equipment including projection and sound systems as well as a basic understanding of the operation of all kitchen equipment will be required. Hand trucks and carts, vacuum, and other related equipment used in moving tables, chairs, boxes, and various equipment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an

employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to reach with hands and arms. The employee frequently is required to stand; walk; and use hands to finger, handle, feel or operate objects, tools, or controls. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear.

The employee must frequently lift and/or move up to fifty (50) pounds and occasionally lift and/or move up to one hundred (100) pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; criminal background investigation; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: _____ Approval: _____
Department Head Town Manager

Effective Date: 10/05/2023

Revision History: March 2008, December 2019, September 2022