



Town of Wytheville

Job Opening

Job Title: **Meeting Center Supervisor** (Full-Time, with Generous Benefits Package)

DEPARTMENT: Public Information/Tourism **FLSA DESIGNATION:** Non- Exempt **POSTED:** 8/01/2024

PAY RANGE: \$34,590 to \$49,875 Pay Determined by Education and Qualification

POSITION SUMMARY: The **Meeting Center Supervisor** provides direct supervision to full time and part time staff to ensure excellent customer service for clients of the Wytheville Meeting Center, specifically in the areas of event setup and tear down, audio-visual needs and equipment maintenance, in-house catering, routine custodial functions, and additional client needs as they arise. Works with other members of Public Information/Tourism Department (Wytheville Meeting Center and Wytheville Convention & Visitors Bureau) to successfully deliver Wytheville Meeting Center services to support events/programs and other tasks as needed.

➔ **Job Description is attached. Please review the full list of Duties and Responsibilities.**

REQUIRED MINIMUM QUALIFICATIONS: High school diploma or GED equivalent, and at least five (5) years of work experience required or graduation from an accredited college or university with a bachelor's degree in hospitality, management, or a closely related field; and at least two (2) years of related experience; Any equivalent combination of education and relevant experience may be considered, with additional work experience substituting for the required education. Ability to effectively supervise assigned staff to accomplish department's goals and objectives. Ability to provide excellent customer service and effectively meet and interact with the public, including the ability to address stressful situations in a calm and appropriate manner. Working knowledge of modern office practices and procedures. Some knowledge of accounting principles and practices. Skill in operation of listed tools and equipment. Working knowledge in the techniques of gathering and presenting information and data, including report writing. Ability to communicate effectively verbally and in writing. Knowledge of the proper use of the English language and the ability to communicate such, orally and in writing. Working knowledge of computers and electronic word processing. Ability to use Microsoft Office programs such as Word and Excel. Ability to understand and explain guidelines and policies to clients and vendors in writing and verbally.

Please refer to the Job Description for additional Required Minimum Qualifications

HOW TO APPLY: Employment applications are available online at <https://www.wytheville.org/employment>, 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: Applications must be submitted by 5:00 PM on 8/15/24 to be considered.

The Town of Wytheville is an Equal Opportunity Employer

JOB DESCRIPTION

Class Title: Meeting Center Supervisor

Department: Public Information/Tourism
FLSA Designation: Non-Exempt
Effective Date: July 17, 2024

GENERAL PURPOSE

The **Meeting Center Supervisor** provides direct supervision to full time and part time staff to ensure excellent customer service for clients of the Wytheville Meeting Center, specifically in the areas of event setup and tear down, audio-visual needs and equipment maintenance, in-house catering, routine custodial functions, and additional client needs as they arise.

SUPERVISION RECEIVED

Works under the direct supervision of the Assistant Director of Public Information/Tourism or the Director.

SUPERVISION EXERCISED

Supervises day-to-day operations, Meeting Center Attendants and part-time information desk staff in carrying out the services contracted by customers of the Wytheville Meeting Center.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks, as assigned.

- Supervises full time and part time staff including Meeting Center Attendants and information desk staff and works closely with other Town of Wytheville departments to carry out contracted client requests for use of the Wytheville Meeting Center, including but not limited to: setting up and tearing down of event space with the proper configuration of furnishings (including tables, chairs, staging, etc.), arranging for audio-visual needs to be met by proper personnel, arranging for break service and any other requested amenities, working with catering companies to ensure that contracted meal services are provided, and performing other related duties as may be necessary. Ensures prompt and accurate delivery of all client requests.
- Fosters and maintains contacts with a wide array of vendors to ensure consistent delivery of needed goods and services including linens, food and beverage items, paper goods, etc.
- Oversees and assists the Senior Meeting Center Attendant in the supervision and maintenance of the catering kitchen, all equipment, supplies, etc. Ensures that the caterers follow the standards and guidelines for use of these facilities and return the kitchen, facility, and equipment to proper order.
- Responsible for initiating and maintaining contact with Meeting Schedulers to ensure that all last-minute requests and changes are provided, handles last-minute requests, and communicates changes to appropriate staff.
- Reviews event confirmation sheets to create and assign work schedules of supervised

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staff, and monitors completion of work assignments.

- Utilizes Meeting Center software to run reports, inventories, may reconcile fiscal information using basic accounting principles to record rental fees and service-related expenditures, etc. and notifies the immediate supervisor if there are any issues.
- Assists staff and clients utilizing the facility with audio-visual needs and operation of equipment. Performs set-up and tear-down of audio-visual systems; ensure audio-visual functionality for each event throughout the day; coordinate and manage audio-visual equipment maintenance, cleaning, and proper storage in conjunction with the Information Technology Department.
- Coordinates with the Information Technology Department to meet customers' special audio/visual needs when necessary and to schedule routine training to ensure all staff members can use and troubleshoot the audio/visual equipment.
- Ensures excellent quality service and communication in person, via telephone and email communications, social media platforms and through direct mail and/or other written communications to local citizens, businesses and visitors.
- Receives the public and answers questions; responds, in a timely fashion, to request of businesses, citizens and others and refers, when necessary, to appropriate persons.
- Inspects each function room prior to, and during breaks to ensure that all requirements reflected on the confirmation sheet are met.
- Ensures the proper use and storage of all Wytheville Meeting Center equipment and reports necessary repairs.
- Performs and assigns routine cleaning duties including trash removal, cleaning and sanitizing the meeting rooms, kitchen/back hall, break room, storage areas, reception and pre-function areas, vacuuming and carpet cleaning and/or replacement. Also responsible for summer maintenance and cleaning inside and outside of the facility.
- Observes and reports facility repairs, maintenance, and safety issues as necessary.
- Maintains safe, secure, and sanitary working conditions and leaves the work area in a clean and orderly fashion.
- Ensures compliance with relevant federal and state regulations, and the policies of the Town Council, and any other practices common to the Meeting Center.
- Works with other members of Public Information/Tourism Department (Wytheville Meeting Center and Wytheville Convention & Visitors Bureau) to successfully deliver Wytheville Meeting Center services to support events/programs and other tasks as needed.
- Must meet the occasional extended hours of the position.

REQUIRED MINIMUM QUALIFICATIONS

Education and Experience:

High school diploma or GED equivalent, and at least five (5) years of work experience required or graduation from an accredited college or university with a bachelor's degree in hospitality, management, or a closely related field; and at least two (2) years of related experience; *OR* Any equivalent combination of education and relevant experience may be considered, with additional work experience substituting for the required education on a year-for-year basis.

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Necessary Knowledge, Skills and Abilities:

- Ability to effectively supervise assigned staff to accomplish department's goals and objectives.
- Ability to provide excellent customer service and effectively meet and interact with the public, including the ability to address stressful situations in a calm and appropriate manner.
- Working knowledge of modern office practices and procedures.
- Some knowledge of accounting principles and practices.
- Skill in operation of listed tools and equipment.
- Working knowledge in the techniques of gathering and presenting information and data, including report writing.
- Ability to communicate effectively verbally and in writing. Knowledge of the proper use of the English language and the ability to communicate such, orally and in writing.
- Working knowledge of computers and electronic word processing. Ability to use Microsoft Office programs such as Word and Excel.
- Ability to understand and explain guidelines and policies to clients and vendors in writing and verbally.

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.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment 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

Physical Demands: While performing the duties of this job, the employee is regularly required to use hands to finger, handle, feel or operate objects, tools, or controls and reach, push, or pull with hands and arms. The employee frequently is required to stand. The employee is occasionally required to walk; talk or hear; sit; climb or balance; stoop, kneel, crouch, or crawl; and smell. 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 noise level in the work environment is usually quiet.

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SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; criminal background investigation; driving records; 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.

Signature: _____ Approval: _____ Date: _____
Department Head Town Manager

Revision History: 10/05/06, June 2021, 9/13/23, July 2024

Job Description Acknowledgement:

My signature below represents that I have received the complete job description. Further, I understand the following: it is my responsibility to read the job description and to fully understand the requirements set forth therein; the job description is to be used as a guide and that I will be responsible for performing other duties as assigned; and this job description does not constitute an employment contract with the Town of Wytheville.

Employee Signature: _____ Date: _____