

## **POSITION DESCRIPTION**

Class Title: Facility Services Coordinator  
Department: Public Information/Tourism Department  
Worker's Comp Group No.:  
Date: October 1, 2006

Job Code Number:  
Grade Number: 9

### **GENERAL PURPOSE**

Works to ensure excellent customer service in responding to the needs of clients of the Wytheville Meeting Center. Works closely with other Meeting Center staff to ensure that all customers' requests are carried out in an efficient and timely fashion.

### **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 in the carrying out of services contracted by customers of the Wytheville Meeting Center. General supervision of full and part-time facility services personnel, technology personnel, and part-time information desk staff.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Works closely with other Meeting Center staff to carry out contracted client requests for use of the Wytheville Meeting Center including setting up (and tearing down) of meeting rooms 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. Ensures prompt and accurate delivery of all client requests.

Coordinates departmental support services including linens, food and beverage items, paper goods, etc.

Works with outside vendors and caterers to ensure a sufficient level of food and beverage service is maintained for all meetings, conferences, and events.

Works with other Meeting Center staff to provide problem-solving solutions to client issues and last-minute needs.

Supervises use of catering kitchen and all equipment, supplies, etc. Ensures that caterers follow standards and guidelines for use of these facilities and return kitchen and facilities to proper order.

In cooperation with Assistant Director, coordinates work schedule of supervised staff.

Utilizes Event Pro software to run reports, inventories, etc.

Ensures excellent quality service and communication in person, via telephone and email communications and through direct mail to local citizens, businesses and visitors.

Receives the public and answers questions; responds, in timely fashion, to request of businesses, citizens and others and refers, when necessary, to appropriate persons.

Operates listed office machines as required.

Works with other members of Public Information/Tourism Department (Wytheville Meeting Center and Wytheville Convention & Visitors Bureau) on events/programs and other tasks as needed.

### **PERIPHERAL DUTIES**

Other duties as may be assigned.

### **DESIRED MINIMUM QUALIFICATIONS**

#### **Education and Experience:**

- (A) Graduation from a college or university with a bachelor's degree in hospitality, management, or a closely related field; and
- (B) Two (2) years of related experience; or
- (C) Any equivalent combination of education and progressively responsible experience, with additional work experience substituting for the required education on a year for year basis.

#### **Necessary Knowledge, Skills and Abilities:**

(A) Working knowledge of computers and electronic word processing; working knowledge of modern office practices and procedures; some knowledge of accounting principles and practices.

(B) Skill in operation of listed tools and equipment.

(C) Ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations.

Working knowledge in the techniques of gathering and presenting information and data.

Extensive knowledge of the proper use of the English language and the ability to communicate such, orally and in writing.

Ability to use Microsoft Office programs such as Word, and Excel.

Ability to tactfully deal with the public and fellow employees in a pleasing/customer service-oriented manner; 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. 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**

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 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 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; 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: \_\_\_\_\_  
Supervisor Appointing Authority

Effective Date: October 1, 2006

Revision History: June 2021