

## **POSITION DESCRIPTION**

Class Title: Facility Services Specialist  
Department: Public Information/Tourism Department  
Worker's Comp Group No.:  
Date: December 27, 2019

Job Code Number:  
Grade Number:

### **GENERAL PURPOSE**

Works to ensure excellent customer service in responding to 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 supervision of the Director of Public Information/Tourism or the Assistant Director. Receives daily supervision from the Facility Services Coordinator.

### **SUPERVISION EXERCISED**

None.

### **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) 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. Ensures prompt and accurate delivery of all client requests. May also be required to do some vacuuming or other cleaning as need arises during set up, tear down and normal operation.

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

Monitors use of catering 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.

Maintains visible, available presence in and around meeting rooms during event time in order to quickly and efficiently handle any client needs.

Has knowledge and skills necessary to also work at information desk as needed. This would include knowledge of proper phone answering procedures as well as ability to answer basic questions of meeting clients 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.

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.

Performs all duties in conformance to appropriate safety and security standards.

## **PERIPHERAL DUTIES**

Other duties as may be assigned.

## **DESIRED MINIMUM QUALIFICATIONS**

### **Education and Experience:**

- (A) Graduation from a high school or GED equivalent, and
- (B) Two (2) years of work experience, or any equivalent combination of related education and experience.

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

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

(B) Ability to perform heavy manual tasks for extended periods of time; Ability to work safely; Ability to establish and maintain effective working relationships with employees, other departments, and the public; Ability to understand and carry out written and oral instructions.

(C) Ability to deal with the public and fellow employees in a pleasing manner using tact and respect; ability to understand and explain guidelines and policies to clients and vendors in writing and verbally.

## **TOOLS AND EQUIPMENT USED**

Hand trucks and carts, vacuum, and other related equipment; occasional work with audio-visual equipment including projection and sound systems as well as basic understanding of 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 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: \_\_\_\_\_  
Supervisor Appointing Authority

Effective Date: \_\_\_\_\_ Revision History: December 2019  
January 2021