

SITE MONITOR

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

SUMMARY DESCRIPTION

Under general supervision, the Site Monitor is responsible for monitoring the public and private use of city-owned facilities. Such use may include, but is not limited to meetings, weddings, parties, dances, recreational events, etc. This position will provide excellent customer service both internally and externally at all times.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices:

1. Monitor the use of city owned facilities and ensure the strict adherence to the rules governing the use of city facilities.
2. Responsible for the appropriate use, minor repair of, and proper storage of supplies and equipment used in city facilities.
3. Provide excellent customer service to all customers, employees, citizens and guests using city facilities.
4. Ensure that facilities and restrooms are properly cleaned and ready for the next scheduled use.
5. Inspect facility for potential safety hazards, eliminate and/or report such hazards.
6. Participate and assist in facility public relations activities where needed.
7. Assist in the set up, take down and clean up processes as needed.
8. Routinely adhere to and maintain a positive attitude towards City and Department goals.
9. Perform related work as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Principles of excellent customer service skills.
Basic computer applications such as word processing and spreadsheets.
Methods and techniques of proper phone etiquette.
Principles of public relations.

Ability to:

Learn the organization, operation, and services of the City and of outside agencies as necessary to assume assigned responsibilities.
Learn to correctly interpret and apply general administrative and departmental policies and procedures.

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Learn to apply applicable federal, state, and local laws, codes, and regulations.
Effectively utilize various software applications including word processing and publication software.
Establish and maintain a variety of files and records.
Respond tactfully, clearly, concisely, and appropriately to inquiries from other City staff, the general public, and outside agencies.
Work nights and weekends as needed to perform the job duties.
Understand and carry out oral and written directions.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the completion of the twelfth grade.

Experience:

Experience in a sales or customer service role dealing with the public. Some experience with event planning and facilitation.

REQUIREMENTS

A valid California Driver's License and proof of auto insurance.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

Environment: Work is performed primarily in a standard office or event facility environment with extensive public contact and frequent interruptions.

Physical: Primary functions require sufficient physical ability and mobility to work in an office or event facility setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift up to 50 lbs., carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information. Ability to move furniture including chairs, tables, set-up/take down stages, dance floors and other related physical duties.

Vision: See in the normal visual range with or without correction.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Hearing: Hear in the normal audio range with or without correction.

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Bargaining Group:
FLSA Status: Non-Exempt
Salary Grade: 11
April, 2009

ACKNOWLEDGMENT

I acknowledge that I have read the job description and requirements for the Site Monitor position and I certify that I can perform these functions.

Applicant Signature

Date

Witness

*Management has the right to add or change these duties of the position at any time.