



City of Phoenix EVENT SERVICES LEAD

JOB CODE 80170

Effective Date: Rev. 07/10

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to supervise work teams consisting of Event Services Workers, part-time Convention Center Workers and temporary contract laborers who perform a variety of manual work in support of such activities as conventions, luncheons, commercial exhibitions, and theatrical performances in which the facilities of the Phoenix Convention Center and Venues are utilized. Frequent public contact is required. Duties include assigning work, directing and participating in work in progress, and inspecting work upon completion. Supervision of a work team differentiates this class from the Event Services Worker. Work is performed under the general supervision of the Event Services Supervisor.

ESSENTIAL FUNCTIONS:

- Supervises and participates in the work of staff and contract workers engaged in setting up or taking down of riser seats, portable stages, temporary seating, and table arrangements;
- Assigns work and trains inexperienced employees in tasks to be performed;
- Ensures that work is performed in accordance with department standards, fire codes and other safety regulations;
- Supervises the washing of walls, windows, mirrors, furniture, and fixtures;
- Communicates with customers, investigates complaints or requests regarding service or equipment, and takes appropriate action;
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service;
- Enters labor hours worked for each event in the event management software for event profit and loss tracking;
- Identifies equipment in need of repair and reports it to warehouse for maintenance;
- Writes a weekly work plan for scheduled shift including what work is planned in each building for each scheduled event;
- Supervises and participates in the operation of light motorized equipment such as floor scrubbers, fork lifts, and light trucks;
- Prepares and submits basic daily written reports summarizing work performed during an assigned shift;



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- Conducts weekly work planning meetings where specific event requirements are clarified, equipment needs are determined, and production timelines for work to be performed are established;
- Inspects and evaluates the physical condition of facilities to determine the type of work required;
- Supervises the sweeping, mopping, scrubbing, and waxing of floors;
- Supervises simple building maintenance and varied cleaning duties.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Leadership styles and skills.
- Customer service principles and techniques.
- Fire code as it relates to public assembly facilities.
- Materials, methods, and practices essential to the proper cleaning of buildings.
- Operation and care of electric sweepers, wet and dry vacuum cleaners, mop wringers, washing machines, brooms, mops, cleaning fluids, waxes, and other cleaning materials and equipment.
- Simple mechanical principles, such as the action of springs, levers, and wheels.

Ability to:

- Work safely without presenting a direct threat to self or others.
- Develop supervisory skills and perform lead responsibilities over others.
- Use graphic instructions such as layouts, setup plans, and other visual aids.
- Train staff on workplace safety, equipment operation and event support functions, such as maintaining restrooms and public spaces.
- Walk and perform work from a standing position for seven or more hours per shift, such as traveling between rooms and buildings, inspecting and overseeing room setups, etc.
- Observe or monitor objects and people's behavior to determine compliance with prescribed operating or safety standards.
- Communicate in the English language in person in a one-to-one setting.
- Work cooperatively with other City employees and the general public.
- Review or check the work products of others to ensure conformance to standards.
- Learn job-related material through verbal instruction, observation structured lecture, and reading, which takes place in an on-the-job or classroom setting.
- Enter data or information into a computer terminal or other keyboard device.
- Use strong time management and organizational skills.
- Comprehend and make inferences from written materials.
- Measure distance using a tape measure.



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- Operate power driven machinery such as floor scrubbers, fork lifts, and light trucks.
- Set up and remove tables, chairs, bleachers, stages, or similar objects.
- Use basic computer skills and have some experience with Windows-based software including Word and Excel.
- Produce written documents with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Move heavy objects (50 pounds or more) short distances (20 feet or less), and move objects (20-50 pounds) long distances (more than 20 feet).
- Mix and work with cleaning fluids, chemicals, cleaning agents, or similar solutions using only normal protective equipment.
- Wash walls, windows, mirrors, and other similar surfaces using such tools as a sponge, squeegee, and appropriate cleaning solution.
- Make fine, highly controlled muscular movements to adjust the position of a control mechanism, such as operating a joy stick, levers, or pedals.
- Clean areas using a broom, mop or other appropriate tool.

Additional Requirements:

- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.
- Employees in this class work irregular hours, evenings and weekends.
- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

Two years of experience in convention center, theater, or cleaning methods. Other combinations of experience and education that meet the minimum requirements may be substituted.