



## **CLASSIFICATION DESCRIPTION**

**TITLE: Facility & Hospitality Specialist JOB CODE: PG9**

## **GENERAL DESCRIPTION OF DUTIES**

Under general supervision, the purpose of the position is to support process and procedures to ensure excellent and timely customer service and hospitality at all stages of public recreation activities and provide customer service involving parks, facilities, activities and programs. Employees in this classification function at entry level to perform both routine and non-routine duties as dictated by the nature of the work promoting efficient and organized operation of departmental activities. Position coordinates and oversees work, scheduling, fee collections and assists in maintaining facilities. Performs related work as directed.

## **SPECIFIC DUTIES AND RESPONSIBILITIES**

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

### **Administrative Duties**

- Signing visitors in and out of the building
- Communicating with renters, events, vendors and residents prior to arrival
- Alerting the relevant member of staff when visitors arrive
- Ensuring that all users of facilities are recorded on the registration system and liaising with finance office to ensure that appropriate fees are collected from vendors
- Updating records on the booking system as appropriate
- Checking recreation software for account balances
- Scheduling, organizing and overseeing various community activities, rentals, and hospitality functions.

### **Customer Service**

- Assisting Facility Supervisor with preparations for rentals, community events, and hospitality functions.
- Monitoring facilities, inspecting and maintaining the safety and cleanliness of building and technology equipment.
- Efficiently running recreation software for booking facilities, events and conferences
- Serving as the first point of contact for inquiries about hospitality functions to the Community Center and Community Wing
- Ensuring a warm welcome for all visitors, staff, volunteers, interns and community members
- Assisting in onboarding inductions for new staff, volunteers, and interns

### **Hospitality**

- Ensuring that room bookings are processed and act as the point of contact for seminars, city meetings, and conferences
- Preparing rooms, moving furniture (where applicable) and arranging refreshments and food as appropriate for internal and external meetings
- Under the supervision of the Facility Supervisor: Act as the main point of contact for the Community Wing.
- Take bookings and ensure that payment has been received
- Communicates with other departments and public agencies for the dissemination of information.

### **Building Management**

- Supervise contractors and action maintenance requests as agreed with the Facilities Supervisor
- Helping to set up and clear away meeting rooms, including refreshments as required
- tasks with the Facility Supervisor to ensure a safe and smooth running environment for staff, residents and visitors
- Carry out regular Health and Safety / Fire Safety checks as directed, reporting any defects immediately
- Ensure a clean and tidy office environment is maintained.

- Assisting with on or off-site conferences and events
- Assisting with off hour emergency call outs
- This position will work a flexible schedule; nights, weekends and Holidays.
- To take on other duties or tasks as required to fulfil the role
- Performs related duties as directed.

### **MINIMUM TRAINING AND EXPERIENCE**

High School Diploma or GED; supplemented by a demonstrated aptitude for customer service oriented work, and two (2) years clerical or cashiering functions, and demonstrated organizational skills; or an equivalent combination of education, training, and experience.

### **LICENSES, CERTIFICATIONS OR REGISTRATIONS**

Must possess and maintain a valid Florida Driver's License.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to understand and follow written and oral instructions.
- Ability to clearly communicate information both verbally and in writing.
- Knowledge of the principles and techniques of customer service skills; ability to deal diplomatically with irate individuals.
- Ability to operate basic office equipment, e.g., computer terminals, printers, copy machines, telephone systems, facsimile machines.
- Ability to access, operate and maintain various software applications.
- Ability to perform routine mathematical computations and tabulations accurately and efficiently.
- Knowledge of basic policies and practices of cashiering and conducting currency transactions.
- Ability to read, update and maintain various records and files.
- Ability to understand and follow pre-established departmental and City policies and procedures.
- Ability to interpret a variety of instructions in written, oral, diagram, or schedule form.

## **PHYSICAL REQUIREMENTS**

- While performing the essential functions of this job the employee is regularly required to stand, walk, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, and lift and/or move up to 25 pounds; occasionally pushing up to 50 pounds.
- While performing the essential functions of this position there is potential for exposure to fumes or airborne particles, toxic or caustic substances, outside weather conditions, excessive noise, and dampness/humidity.

The City of Palm Coast, Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, The City of Palm Coast, Florida will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.