



FiftyForward

JOB DESCRIPTION

Knowles Center and Patricia Hart Building (PHB)

Events Set-Up Staff

Non-exempt/PRN

Basic Function:

The FiftyForward Knowles Center & Patricia Hart Building (PHB) Events Set-Up staff is responsible for set-ups for events, programs and activities. Event staff will provide welcoming customer service and assistance to all Knowles Center & PHB guests as well as performing light maintenance and/or custodial duties as needed. Event Staff must be reliable, able to maintain professional composure under pressure and have a strong attention to detail.

Core Agency Competencies:

Integrity and Trust - Our staff members act with integrity by keeping confidences, being accountable, taking responsibility and not misrepresenting our roles. We are committed to building trust in our relationships. Our corporate values guide us in all actions.

Passion for the Mission - Our staff is focused on and dedicated to meeting the expectations of internal and external customers. The FiftyForward brand and mission guide our work and decision making. We are committed to continuous improvement.

Teamwork - Each employee is a valuable member of the FiftyForward team and contributes to the overall success of the agency. We collaborate and communicate openly and honestly to solve problems, respect each other, learn from one another, grow in our respective roles and contribute to strong morale throughout the organization.

Technical Skills - Our staff is committed to possessing the skills needed to best perform in his/her position. As needs and resources change, staff will seek and engage in learning opportunities to improve their skills and strengths.

Core Job Specific Competencies:

Approachability - Is easy to approach and talk to; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.

Customer Focus - Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

Patience - Is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making judgments and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; follows established process.

Functional/Technical Skills - Has the functional and technical knowledge of building and skills to do the job at a high level of accomplishment.

Informing - Communicates to manager all issues/problems regarding the building and grounds; is timely with information.

Core Responsibilities:

- Set-up rooms for activities and other scheduled events at the Knowles Center and the PHB including cleaning before and after the event/activity, including emptying all trash

- Provide primary level of guest assistance; provide guests with directions or other venue information; ensure a safe environment for all guests
- Provide support to all customers to ensure the event is operating per the facility agreement
- Maintain a thorough knowledge of building policies, procedures and event requirements
- Perform light maintenance/custodial duties as needed
- Check the areas being utilized after the event for damage control
- Monitor parking lot and grounds of facility, cleaning as needed
- Notify manager of problems or need for repairs in the facility and/or grounds

Core Work Requirements:

- Education: High school diploma or equivalent
- Experience: Experience working with the public; ability to respond in a professional manner maintaining a calm demeanor and pleasant voice; ability to communicate effectively; ability to maintain positive working relationships with staff, members, volunteers, and the public; must be willing to work independently with little supervision and able to accept supervision appropriately; experience working in a team
- Special skills: Has mechanical aptitude, maintenance/custodial experience
- Certifications and licenses: none required

Physical Requirements: This job is performed in a smoke free environment

- Possible high noise level
- Must be able and willing to push, pull and lift objects up to 50 pounds
- Must be able and willing to set-up and operate audio-visual and sound equipment

Working Hours: PRN (as needed) - Position requires availability to work a flexible schedule including days, evenings, weekends and holidays

Supervisor: Facility Manager

Revised date: 3.16

To apply: please send cover letter, resume and three references to careers@fiftyforward.org.