



# FACILITY ATTENDANT

(Casual)

FLSA Status: Non-exempt

Adopted: May 2004

Revised: September 2006, February 2008, December 2009, February 2011, October 2011, November 2012, November 2013, October 2016

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.

## GENERAL DEFINITION

The Facility Attendant is responsible for providing excellent customer service to community members both in person and on the telephone; the efficient preparation and tear down of equipment at Town facilities; performing a variety of unskilled tasks; and assisting and overseeing people using the facility.

## DISTINGUISHING CHARACTERISTICS

This is an entry-level position. Incumbents work under general supervision of the Director of Recreation Services or designee and are not guaranteed a certain number of work hours, or a regular schedule and may be terminated with or without cause at any time.

## TYPICAL DUTIES AND RESPONSIBILITIES

Duties may include, but are not limited to:

- Open facilities
- Secure facilities
- Enroll individuals in recreation classes and enter data into tracking system
- Reserve recreation facilities for residents, taking monies and balancing receipts
- Prepare and distribute Town of Colma identification cards; verify residency
- Set-up equipment needed for classes, meetings and private parties
- Clean up facility; provides janitorial services
- Collect fees
- Issue and collect equipment
- Maintain order and discipline
- Oversee building rentals
- Report injuries and accidents
- Enforce Town of Colma departmental policies
- Supervise volunteers and court referral workers
- Set-up and break down athletic equipment including volleyball and badminton nets and tetherballs
- Complete reports and refund forms
- Participate as part of the recreation team
- Maintain records of participation, supplies and equipment

- May provide semi-skilled maintenance services
- Perform routine clerical tasks
- Respond appropriately to emergencies including the application of basic first aid
- Exhibits and encourages behavior that is consistent with the Town's risk management program and decreases risk of accident or injury to self, employees, residents, visitors and their property
- Perform other duties as assigned

## **QUALIFICATIONS**

### **Knowledge of:**

- Modern Office Technology (Computer, phone, copier, etc)
- Principles and practices of customer service
- CPR/First Aid certificates required or achievable within 60 days of hire
- Equipment, methods and procedures used in custodial activities and semi-skilled activities

### **Ability to:**

- Represent the Town in a positive manner
- Establish, maintain and foster cooperative working relations with others from diverse backgrounds, including elected officials, co-workers and the public effectively and with courtesy, in person, via e-mail and over the phone
- Follow written and oral instructions and procedures
- Communicate effectively, both orally and in writing, by using proper English grammar, spelling and punctuation
- Learn and interpret specific rules and policies and apply them with good judgment
- Understand and work effectively with the public
- Oversee large groups
- Deal effectively with a wide variety of personalities in situations requiring diplomacy, friendliness, poise and tact
- Learn Recreation software
- Lead participants on group outings and field trips
- Work a flexible schedule including evenings and weekends
- Work independently
- Solve most work problems independently, referring unusual situations and questions to supervisor especially those matters regarding policy decisions
- Perform janitorial and light maintenance duties

### **Education and Experience**

Any combination of experience, training and education that would likely provide the required knowledge and abilities. Typical ways to obtain the knowledge and abilities would be possession of a high school diploma or GED equivalent and experience performing custodial work.

### **Licenses and Certificates**

CPR/First Aid certificates required or achievable within 60 days of hire. Possession of a valid California Driver's License is required.

## **SPECIAL REQUIREMENTS**

These functions may be performed with or without reasonable accommodation:

- Speak clearly and understandably

- Review reports and correspondence quickly and accurately
- Report to work at any hour of day or night as required by disaster or other emergency situation
- Use dexterity and vision necessary to operate computer equipment with a high degree of productivity
- Intermittently twist to reach equipment in their work area
- Perform simple grasping and fine manipulation
- Operate basic office equipment (i.e. telephone, copier, calculator, etc.)
- Safely lift up to 50 pounds
- Speak, read and understand the English language sufficiently to successfully receive/provide information to/from the public, co-workers, supervisors, etc.
- Perform duties on a regular and consistent basis
- Perform all duties listed on the job description except those determined to be incidental