

## CITY OF SPOKANE VALLEY

### POSITION DESCRIPTION

Class Title: Customer Relations/Facilities Coordinator  
Department: Parks and Recreation  
Division: N/A  
Date: January 7, 2009

Job Code Number: 435  
Grade Number: 13  
FLSA Status: Exempt  
Location: CenterPlace

#### GENERAL PURPOSE:

Responsible for the various aspects of facilities reservations and preparation for events at CenterPlace and other Parks and Recreation facilities as assigned. Acts as primary staff contact for customers and patrons to ensure a high level of communication and customer service.

#### SUPERVISION RECEIVED

Works under the guidance and direction of the Parks and Recreation Director.

#### SUPERVISION EXERCISED

None.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES:

Serves as a lead worker to Recreational Assistants or other employees as assigned. These lead responsibilities include but are not limited to, training, directing and assisting the work of other employees.

Provides information, guidance and assistance to customers on their questions and concerns about event processes. Accepts and processes reservations in accordance with policies and administrative guidelines. Ensures that license, registration and insurance requirements are met.

Works closely with event presenters and user groups to ensure mutual understanding of event needs and facility capabilities.

Assures readiness of items needed for events in facility. Consults with meeting planners and promoters prior to events to gather information to distribute to staff regarding the needs of the event.

Informs groups utilizing the facility as to the rules, safety precautions and policies required in the operation of events.

Supplies information to the public and prospective users regarding facilities, rental rates and schedules. Implements Parks and Recreation's event policies.

Prepares event billings and represents CenterPlace when the event billings are presented and paid. Accounts for all receipts and maintains accounting and statistical records as required.

Investigates customer complaints and concerns; responsible for follow-up with staff and customer to ensure resolution. Updates department director on major issues.

Promotes both internal and external customer relations guest services, including fellow employees, contract service providers, event planners and event attendees.

Makes recommendations on needed changes to policies and procedures to improve service delivery.

Exercises considerable independent professional judgment in solving problems and situations within the assigned work area; Analyzes issues and concerns and recommends innovative solutions.

Participates in the development and administration of the Parks and Recreation Department's annual budget in area of CenterPlace; participates in the forecast of funds needed for staffing, training, equipment, materials, supplies and projects.

Develops, promotes, coordinates, organizes, and participates in services and programs at CenterPlace. Seeks new and innovative ways to utilize available space.

Help facilitate operation of CenterPlace regional community and senior center facility:

- Develops and implements maintenance and operations procedures and conducts minor facility repairs;
- Schedules and monitors the use of facilities in conjunction with city staff and other building tenants;
- Administers service contracts, such as janitorial; and
- Maintains records of facility use.

Assures that assigned areas of responsibility are performed within budget; performs cost control activities; monitors revenues and expenditures in assigned area to assure sound fiscal control; Provides recommendations for program and facility fees.

#### PERIPHERAL DUTIES

May help research, prepare and administer grants benefiting CenterPlace.

Serves as a member of various staff committees as assigned.

Keeps abreast of trends and developments in the field of event center operations and maintenance.

Assists other Department staff as needed.

## DESIRED MINIMUM QUALIFICATIONS

### Education and Experience:

- A. At least two years of post-secondary college or training in recreation administration, planning, public or business administration or closely related fields.
- B. Minimum two (2) years previous experience and/or training that includes management, customer service, and recreation administration, one of which are in event center, banquet facilities, or other public facilities management.
- C. Any equivalent combination of education and experience.

### Necessary Knowledge, Skills and Abilities:

- A. Ability to identify and achieve long and short term management goals.
- B. Ability to communicate effectively, orally and in writing, with employees, consultants, representatives of the business community and the general public.
- C. Knowledge of event center and food service facilities and programs; knowledge of modern principles and practices of business management in regard to production and facilities coordination.
- D. Ability to analyze operating conditions and problems and recommend or take appropriate action.
- E. Ability to establish and maintain effective relationships with facility users, City officials, different Boards and groups, and general public.
- F. A key value of the City is customer service. This position requires considerable knowledge, ability and skill in the principles and practices of excellent customer service as practiced in both the private and public sectors. It requires the ability to effectively meet and deal with the public; the ability to handle stressful situations; the ability to greet and respond to customers in a friendly, pleasant and professional manner using appropriate inflection, grammar and syntax; the ability to establish and maintain effective working relationships with employees, supervisors and the general public; the ability to maintain a professional, courteous, and pleasant demeanor in difficult and stressful situations; and the ability to diplomatically deal with difficult people. A willingness to expend extra

effort to help the public find answers or information relative to their inquiry or complaint is expected.

## SPECIAL REQUIREMENTS

Valid state driver's license or the ability to obtain one within 90 days.

## TOOLS AND EQUIPMENT USED

Personal computer, including word processing, spreadsheet, presentation and database software; adding machine and/or calculator; telephone, copy- and fax machine.

## PHYSICAL DEMANDS

The physical demands described here 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 functions.

While performing the duties of this job, the employee is frequently required to walk, sit and talk or hear. The employee is occasionally required to use hands to finger, handle, feel or operate object, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

## WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works in outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions, or airborne particles.

The noise level in the work environment is usually quiet in the office, and moderate in the field.

## SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job-related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval:	<u>Human Resources Manager</u>	Approval:	<u>Deputy City Manager</u>
Effective Date:	January 30, 2009	Revision History:	New May 2, 2007