

Job Title: **Conference Center Operator**
Job Family: **Business Services: Operations**
Pay Program: **Classified**
Typical Work Year: **12 months**

Job Code: **1053**
FLSA Status: **Non-Exempt**
Shift Differential: **Yes**
Pay Range: **G7**

SUMMARY: Assist with the operation of the Conference Center providing a high quality meeting and learning environment for the district and community. Responsible for audio-visual equipment and functionality, set-up and tear-down of events and routine custodial functions in the Educational Support Center.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Job Tasks Descriptions	Frequency	% of Time
1. Customer Service: Deliver high-quality customer service, ensuring fair and equitable treatment for all customers by communicating professionally and clearly. Use the district's scheduling software to manage and update reservations, including changes, cancellations or additions, prepare documentation for customers using the facilities, and gather information about the events from customers. Address community and staff concerns about rental policies and procedures. Schedule and lead facility tours for clients. Check in on events to ensure room setup and audio-visual needs are met. Collaborate with on-site and external caterers. Prepare documentation for internal staff, ensuring all parties have accurate event details.	W	30%
2. Set-up / tear-down for events: Prepare, manage and maintain the District's Conference Center which includes set-up and tear-down of Educational Support Center events; inspect and verify the good working condition and safety of equipment; ensure the equipment inventory is adequate to fulfill facility demands; recommend replacement equipment as needed; perform minor maintenance and preventative maintenance as needed. Main point of contact leading up to and during events.	D	25%
3. Audio-visual: Assist staff and other conference center guests with audio-visual operations; perform set-up and tear-down of audio-visual systems; ensure audio-visual functionality for each event; assist and train end users to navigate the system; troubleshoot and repair system problems as needed. Track and manage audio-visual equipment available for checkout. Install, maintain, and support software as needed. Follow IT procedures and guidelines for system updates. Diagnose hardware issues, like Chromebooks, and software problems. Coordinate with IT for support and escalate issues if necessary. Resolve connectivity issues in collaboration with IT. Provide computer training and tech support to building custodial staff as needed for the conference center and ESC.	D	25%
4. Collect, track, post and reconcile revenue for Conference Center customer accounts. Problem solve and troubleshoot accounting needs such as refunds and credits, collections on accounts. Prepare the necessary documentation and perform deposits to Financial Services.	W	10%
5. Custodial: Perform routine cleaning duties in the Conference Center including trash removal, cleaning and sanitizing restrooms, vacuuming and carpet cleaning; perform summer maintenance and cleaning of the Training Center. Perform minor repairs and building modifications, including, but not limited to, participating in construction and facility modification requests, submit work order requests for repairs and modification projects. Work with appropriate central office personnel regarding department needs, maintenance, security, and media operations, to promote integrated operations for the training center.	D	5%
6. Perform other job related duties as assigned.	Ongoing	5%
TOTAL		100%

EDUCATION AND RELATED WORK EXPERIENCE:

- High School Diploma or equivalent.
- One (1) year of experience in audio-visual systems, customer service, custodial and/or event management required.

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire.
- Successful completion of a post-offer physical examination is required prior to commencement of job duties.
- BOCES (safety) and AHERA (asbestos) training required within six (6) months after entering position.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Ability to promote and follow Board of Education policies, District Policies, building and department procedures.
- Ability to engage in effective communication, collaboration, and teamwork with individuals from diverse backgrounds, cultures, and perspectives, while demonstrating respect and appreciation for their differences. Willingness to contribute to cultural diversity for educational enrichment.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.
- Ability to keep up-to-date technically and apply new knowledge to your job. Includes adapting to and mastering new system applications and processes as implemented by the district or department.
- Ability to learn and utilize district scheduling software.
- Ability to set-up and tear-down heavy tables, ability to stack chairs. Interpersonal relations skills.
- Critical thinking and problem solving skills.
- Knowledge of audio-visual systems highly preferred at hire.
- Ability to maintain confidentiality in all aspects of the job.
- Ability to manage multiple tasks with frequent interruptions.
- Ability to manage multiple priorities.
- Ability to diffuse and manage volatile and stressful situations.
- Ability to stay current with district policy, standards and training in the areas of data quality, data privacy, and cybersecurity with respect to student and staff data, and related information systems.

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Operating knowledge of and experience with personal computers (PCs and Macs) and peripherals.
- Operating knowledge of district information technology systems and any other department specific software and equipment required within 2 months after entering position.
- Operating knowledge of and experience with typical office equipment, such as telephone, copier, E-mail, etc.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE
Reports to:	Facility Use Manager	100518

	POSITION TITLE	# of EMPLOYEES	JOB CODE
Direct reports:	This position has no direct supervisory responsibilities.		

BUDGET AND/OR RESOURCE RESPONSIBILITY:

- Maintain inventory: furniture and audio-visual equipment.
- Responsible for appropriate and efficient use of equipment.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below 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.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand			X	
Walk			X	
Sit		X		
Use hands and fingers to handle and/or feel			X	
Reach with hands and arms			X	

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk			X	
Hear			X	
Taste	X			
Smell		X		

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds				X
Up to 25 pounds			X	
Up to 50 pounds			X	
51 to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare		X		
Analyze			X	
Communicate				X
Copy		X		
Coordinate			X	
Instruct			X	
Compute		X		
Synthesize		X		
Evaluate			X	
Interpersonal Skills			X	
Compile		X		
Negotiate		X		

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places		X		
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	
Loud	X
Very Loud	