

VILLAGE OF PLEASANT PRAIRIE

Job Description



Division/Department:	Maintenance/Recreation		
Location:	RecPlex, 9900 Terwall Terrace, Pleasant Prairie, WI 53158		
Job Title:	Facility Crew Member		
Reports to:	Facilities Director	Salary:	\$7.25/hour
Type of position:	<input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time	<input type="checkbox"/> Seasonal <input type="checkbox"/> Intern	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt

JOB SUMMARY

The primary responsibility of this position is to assist the facility staff with the set-up and take down of facility areas for programs, leagues, rentals, and events for the Recreation Department. Personnel in this classification are expected to create a very positive first and last impression for guests of the facility and represent the RecPlex in a professional manner. Other responsibilities include, but are not limited to, monitoring member use of facilities; being prompt, timely, consistent, and in good attendance at work.

CORE JOB RESPONSIBILITIES

1. Must be able to set up, put away, and maintain athletic and facility equipment.
2. Must be able to maintain the integrity of the building to ensure only active members and paying guests are using the RecPlex facility by checking membership cards and personal identifications.
3. Must be able to enforce all rules and regulations of the RecPlex and confront any group or individual not complying with policies and procedures as it specifically relates to controlling access to the facility.
4. Must be willing to ensure the safety of employees and patrons in the facility by administering CPR or first aid as needed.
5. Must be able and willing to assist and adjust regular working hours for special events at the RecPlex and any in-and out-of-house special activities at the RecPlex.
6. Must be able and willing to assist with general maintenance duties to ensure cleanliness of the RecPlex facility.
7. Must be capable of working cooperatively with the Assistant Director of Recreation, Managers on Duty, and staff in the overall management of the RecPlex facility and Prairie Springs Park.
8. Must become knowledgeable about all RecPlex departments (managers and staff) and their functions and responsibilities.
9. Must be able to courteously and efficiently process and resolve all guest issues or concerns.
10. Must be able to greet or interact with every guest who comes into the RecPlex with confidence and be able to learn and use guest's names.
11. Must be energetic, enthusiastic and motivational.
12. Must be able to work efficiently, compassionately and with empathy for those people who have special needs and requirements due to age or other cognitive or physical disability.
13. Must not have been convicted of any crime related to theft, embezzlement, robbery, assault, sexual crime of any nature; or any crime against a child.
14. Must be able to conform to a dress code and appearance policy that requires a clean and odor free body, clean hair neatly groomed, and no visible body piercing, other than ears, or visible tattoo's.
15. Must be able to maintain the confidentiality of any and all information obtained from guests as part of registration; information overheard from guests, or any other verbal, nonverbal, or visual information concerning the physical or emotional condition of any guest, or property of a guest at the RecPlex.

JOB SPECIFIC DUTIES AND RESPONSIBILITIES

1. Ensure that all facilities are set-up and taken down to the specific requirements of the function.
2. Ensure that only active members and paying guests are utilizing the facility.
3. Enthusiastically greet guests in all of the facility areas.
4. Welcome guests to the RecPlex.
5. Offer a parting wish to all guests and guests as they exit the RecPlex.
6. Perform other responsibilities as assigned by the Assistant Director of Recreation or Manager on Duty.
7. Extensive customer service and public relation skills required.
8. Skill in instructing others.
9. Ability to communicate effectively both orally and in writing; maintain effective working relationships with employees, peers, supervisors and the general public.
10. Ability to respond quickly to emergencies immediately.

BEHAVIOR STANDARD

Maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers and management.

Triangulation: This is one of the most serious employee offenses. Triangulation is simply having an "issue" with someone and talking about it with somebody else. Conflict is to be expected and people are going to have issues with people. It's just human nature. So here is how we have agreed as a team to handle it at the RecPlex. If you have an issue with someone, talk about it with them directly! Have the conversation. Don't just fail to express something and talk about it behind their back.

Conscious Contributor: Being a person that waits to be told what to do rather than motivating yourself to find a place to make a contribution. If you are not proactive, it's your problem not your supervisor's. Remember, it is our company and there is always something to do that will help the team and

the RecPlex grow. If you think this is not something you can accomplish, it may be time to find somewhere else to work.

EDUCATION/CERTIFICATION REQUIREMENTS

- Must be 16 years of age.
- AED/CPR and Basic First Aid certifications required (provided by VPP annually).

JOB REQUIREMENTS/WORK ENVIRONMENT

- Uniform will be worn at all times while on duty, clean and in good condition (no holes).
- The Guest Relations Center involves a significant degree of public interaction and communication with exposure to periods of high activity and stressful interaction with the public. The majority of tasks are performed in an indoor environment and work is performed in close proximity to co-workers. The work assignments are subject to varying shifts. Physical activities will involve long periods of standing, talking, listening, reading, and limited time sitting. Moderate lifting of 15-100 pounds on a daily basis and performing walking about the facility is required. Running from point to point of distances over 600 feet or up and down stairs in the event of an emergency or critical situation.
- Hours will vary with evening and weekend work required. Primarily on weekends for approximately 4-12 hours per week, with the possibility of working nights, weekends, and special events.

VILLAGE OF PLEASANT PRAIRIE IS AN EQUAL OPPORTUNITY EMPLOYER