| Date | Position # | Position Title | Reports To: |
| --- | --- | --- | --- |
| 6/20/2024 | FS9576 | Conference Services Downtown Support | FA9684 |

|  | | For HR Use Only | | |
| --- | --- | --- | --- | --- |
| Division | Department | Pay Table/Level/Grade | soc code | employment code |
| Administrative Services | Auxiliary Services | Full-Time Support 4 | 43-0000 | 5 - Other Full Time |

# Status: Please select the appropriate boxes that apply.

| **Regular/Continuing:** | **Bargaining Unit:**  ASP | **Non-Bargaining:** | **Provisional/Grant Funded:** | **Temporary/Limited Duration:** |
| --- | --- | --- | --- | --- |

| **Individual Position:** | **Full-Time (40 hrs/wk):** | **Part-Time:**  \_\_\_\_ Hrs/Week | **Pooled Position:** | Type here **# of Employees if this position is pooled.** |
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| **JOB SUMMARY:** This section should summarize the overall purpose (“mission”) of this job in 1-4 sentences. Briefly describe the primary reason the job exists at LCC. |
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| The Conference Services Support position for the Downtown Campus reports to the Conference Services Manager and as needed has work directed by the West Campus or Downtown Campus Conference Services Coordinators. This position will provide information and guidance for internal and external customers on Conference Services Standard Operating Procedure (SOP) and explain the department’s Star Standard Event requirements, Auxiliary Program Graduations and Student Recognition Events with clarity and confidence. In addition, this position will provide planning and organizing by submitting work requests, scheduling appointments, and streamlining event logistics with multiple deadlines from various departments. This position requires a flexible schedule as early mornings, late evenings, holidays, and/or weekends are dictated by the event schedule. Various clerical responsibilities are included, but not limited to accountability for tasks, office support, event details, catering quotes, billing events, recognize problem situations and identifies solutions. |

| **Direct Reports:** If this is a supervisory position (authority to hire, assign, discipline, approve timesheets), list position #s of those supervised). |
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| NA |

| **Essential Duties and Responsibilities:** Identify and describe the essential duties and responsibilities, i.e., what actions are done and what are the expected results. Most jobs can be described using 5-10 statements. List in priority order, beginning with top priority/must get done, with approximate percent for each (e.g. 20% 1. Reconciles grand fund expenditures to balance monthly budget). “Other duties, as assigned,” are implicit in all position descriptions. |
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| **%** | **NO.** | **Essential Duties and Responsibilities** |
| --- | --- | --- |
| 30 | 1 | **Customer Service Responsibility**   * Utilizing excellent customer service and written & verbal communication skills, provide information and guidance to internal and external customers on Conference Services Standard Operating Procedure (SOP) and explain the department’s Star Standard Event requirements, Auxiliary Program Graduations and Student Recognition Events and other frequent events with knowledge, clarity and confidence. |
| 30 | 2 | **Planning and Organizing Responsibility**   * Organize and submit work requests, appointments and streamline event logistics that require multiple deadlines from various departments on campus. * Balance multiple tasks that are simple to moderately complex in nature. Set and change priorities within established parameters. * Under the direction of the Downtown Conference Services Coordinator or Conference Services Manager, support the work of the event logistics team and other duties as assigned. * Applies College and Conference Services Standard Operating Procedure (SOP) to complete tasks such as site tours, reserving event space, maintaining event calendar, and similar tasks. * Flexible schedule as early mornings, late evenings, holidays, and/or weekends are dictated by the event schedule. |
| 30 | 3 | **Clerical Responsibility**   * Complete various clerical, and office support activities such as work requests, event details, catering quotes, billing and more for the downtown Conference Services events as directed by the Downtown Conference Services Coordinator or Conference Services Manager. * Recognize problem situations and find solutions; takes responsibility for finding answers to questions, usually within the department. * Effectively manages multiple tasks under general supervision and broad guidelines. |
| 10 | 4 | * Other duties as assigned. |

| **Core Competencies:** Record the knowledge, skills and abilities necessary to perform the essential functions of this position. Provide descriptions of core competencies below (e.g. communication, customer service, decision-making, leadership, problem-solving, etc.). An incumbent or applicant must be able to demonstrate and results must be measurable. |
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| **Accountability & Dependability**  Takes personal responsibility for the quality and timeliness of work, and achieves results with little oversight by: showing up to work on time, and follows instructions, policies, and procedures; meeting productivity standards, deadlines, and work schedules. Acknowledges responsibility for mistakes and takes appropriate steps to make correction when appropriate. Meets expectations without making excuses. If problems arise with co-workers, address the issues promptly with the supervisor’s assistance when appropriate.  **Adaptability & Flexibility**  Adapts to changing business needs, conditions, and work responsibilities by: responding positively to change, embracing and using new practices or values to accomplish goals and solve problems; coping well and helping others deal with the ongoing demands of change; sees and shows others the benefits of change; recovering quickly from setbacks, and finding alternative ways to reach goals and objectives.  **Stress Management**  Maintains composure in stressful or adverse situations by: handling workloads, competing demands, changing assignments, interruptions, and distractions with a positive attitude  **Attention to Detail**  Diligently attends to details and pursues quality in accomplishing tasks by: performing tasks thoroughly with care; checking work to ensure completeness; remaining aware and taking care of details that are easy to overlook or dismiss as insignificant.  **Customer Focus**  Builds and maintains customer satisfaction through custodial services by: seeking ways to improve service delivery; assessing the quality of the services from the customer’s point of view; recognizing adverse customer reactions and developing better alternatives; emphasizing a team approach to providing great customer service.  **Communication**  Listens accurately and actively as well as communicates clearly and effectively with individuals and groups. Communicates clearly and effectively in writing maintaining proper usage and grammar, and is able to review and critique the work of others.  **Diversity**  The ability to: exhibit tolerance of others; recognize the value of cultural, ethnic, gender, and other differences; understand the differences in and responds appropriately to others in the workplace; demonstrate trust in, sensitivity to, and mutual respect of others; recognize and manage personal biases.  **Ethics & Integrity**  Maintain high ethical standards. Earns others’ trust and respect through consistent honesty and professionalism in all interactions. Keeps promises and commitments made to others. Does the right thing, even when it is difficult. Does not yield to pressure to show bias or manipulate others. Does not misrepresent self or use position or authority for personal gain. Respects the opinions and assessments of others. Maintains confidentiality. Communicates truthfully.  **Multiculturalism**  Values open-mindedness, inclusion, multicultural perspectives and multiple ways of knowing, thinking and being by: helping create a work environment that embraces and appreciates diversity; sees the value of cultural, ethnic, gender, and other individual differences in people; strives to eliminate barriers to diversity; fosters a climate of inclusion.  **Relationship Building**  Builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect. Seeks and considers ideas from those who are reluctant to express their points of view. Anticipates and recognizes the concerns of others, even if those concerns are not openly expressed. Diplomatically handles challenging or intense interpersonal situations by: working through difficult or awkward interpersonal situations in a positive and professional manner. Exercises appropriate tact and discretion in conversations and sharing information with others.  **Safety Focus**  Adheres to all workplace and trade safety laws, regulations, standards, and practices. Ensures work is performed in a safe manner at all times. Avoids shortcuts that increase health and safety risks to self or others. Maintains equipment and personal protective equipment in a safe working condition. Checks for and reports potential hazards or breaches of security plans while in the workplace or in the field.  **Stress Management**  Maintains composure in stressful or adverse situations by: handling workloads, competing demands, changing assignments, interruptions, and distractions with a positive attitude.  **Tact**  Diplomatically handles challenging or intense interpersonal situations by working through difficult or awkward situations in a positive and professional manner. Exercises appropriate tact and discretion in conversations and sharing information with others.  **Teamwork**  Promotes cooperation and commitment within a team to achieve goals and deliverables. Praises the team and its achievement to others. Encourages team unity through sharing information or expertise, working together to solve problems, and putting team success first. Helps remove barriers to team productivity and success.  **Technology**  Ability to operate software programs such MS Outlook, MS Word, MS Excel, MS PowerPoint.  **Knowledge** Broad knowledge of customer service and relationship building.  **Skills** Demonstrates expert verbal and written communication skills to explain and discuss both departmental and college procedures.  **Abilities** Demonstrates ability to work efficiently and effectively under the pressure event timelines. |

| **educational/experience requirements:** Identify the education and/or equivalent combination of education and experience, plus additional specific years of experience, certifications, licenses and/or special training required to perform the essential functions of this job. |
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| **Required**   * Associate’s Degree or equivalent combination of education and related work experience * Demonstrated customer service experience * Demonstrated experience in all Microsoft Office (Word, Excel, PowerPoint, Microsoft Publisher, Outlook) products * Available to work a flexible schedule including early mornings, evenings, holidays and/or weekends as dictated by the event schedule.   **Preferred**   * Associate’s Degree or equivalent combination of education and work experience * Experience in event planning and/or project management |

| **Physical and mental requirements:** Complete the physical and mental demands on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Mobility around the LCC campus is a normal part of the position’s functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. |
| --- |
| Go to the ADA Checklist |

| **work environment:** Complete the work environment characteristic on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. |
| --- |
| Go to the ADA Checklist |

# SIGNATURES

**Supervisor’s Name:** Kelly Hekler **Supervisor’s Signature:** \_\_Kelly Hekler\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_2/9/24\_\_\_\_\_\_\_

**Dean/ELT’s Name:** Christopher MacKersie **Dean/ELT’s Signature:** \_\_![ELT Signature
Christopher MacKersie]()\_\_\_\_\_\_ **Date:** \_\_2/9/24\_\_\_\_\_

**HR Rep:** Sydney Glasscoe **HR Rep Signature:** \_\_Sydney Glasscoe\_\_\_\_\_\_ **Date:** \_\_2/9/2024\_\_\_

**ADA COMPLIANCE JOB DESCRIPTION CHECKLIST** (*The immediate supervisor is responsible for completion of this form. Fill in more information as need that apply to the essential job duties for the attached job description.)*

**Position #:** FSXXXX **Date:** **2/9/2024 Supervisor’s Position #:** FA9684

## **Materials Used:**

Computer keyboard, mouse, screen

Various software

Telephone, cell phone, mobile device

Paper and pencil/pen

Projector or other audiovisual equipment

Copier, scanner, fax

Carpentry equipment

Electrical equipment

Plumbing equipment

Other: Click or tap here to enter text.

## **Mental Functions:**

Comparing (compare/contrast data, people, other data)

Synthesizing (combine data, concepts, interpretations)

Computing (math calculations or carrying out formula operations)

Compiling (gathering, classifying, evaluating data, people, other data)

Copying (entering, posting, transcribing data)

Analyzing (examining, testing data, presenting alternatives)

## **Audio/Visual/Aural Functions:**

Talking (expressing ideas, thoughts, language, conveying details accurately and clearly)

Hearing (receive details through oral communication, make fine differences in sound with other sound interference)

Near acuity (at 20 inches or less when accuracy is essential)

Far acuity (more than 20 inches when day and night/dark conditions are essential)

Depth perception (3 dimensional vision, judge distances, space)

Color vision (distinguish colors)

Field of vision (up/down and right/left)

Flavors & odors (distinguish similarities, differences, intensities, qualities using tongue & nose)

## **Movement, Strength, Repetition Functions:**

Climbing

Kneeling

Reaching

Balancing

Crouching

Grasping

Stooping

Crawling

Picking/Typing/Keyboarding

Sedentary (exert up to 10 lbs of force to lift, carry, push, pull, move objects; sit most of time)

Light (exert up to 20 lbs of force to lift, carry, push, pull, move objects; walk/stand occasionally)

Medium (exert 21-50 lbs of force, walk/stand frequently)

Heavy (exert 51-100 lbs of force, walk/stand routinely)

Very Heavy (exert over 100 lbs of force, walk/stand routinely)

## **Environmental Conditions**

Weather (rain, snow, wind)

Extreme cold (inside, outside)

Extreme heat (inside, outside)

Confined/restricted spaces

Hazards (fumes, odors, dust, toxic chemicals, allergens, poor ventilation)

Vibrations

Extreme noises