



Convention and Visitors Bureau

The Gatlinburg Convention and Visitors Bureau is accepting applications for employment for the following position: Operations Specialist

JOB PURPOSE:

This is labor intensive semiskilled work involving the cleaning of the Gatlinburg Convention Center and preparing for various events and activities. Activities associated with the job include removing trash and other debris from common areas and meeting facilities, cleaning and stocking bathrooms, cleaning common areas and hallways and maintaining an adequate supply of cleaning supplies and materials. Additional activities include setting up tables, chairs, steps, stages, backdrops, podiums and related equipment in preparation for scheduled events, cleaning windows and doors, vacuuming carpeted areas, dusting surfaces and performing minor maintenance duties.

QUALIFICATIONS:

Graduation from an accredited high school, GED program, or equivalent work experience necessary; experience working with cleaning equipment and supplies; some experience working with the public; sufficient physical strength and agility to perform the physically demanding aspects of the job; general knowledge of meeting facilities arrangements; or any equivalent combination of education and experience to provide the following knowledge, abilities and skills:

Please read the attached job description for additional information

SPECIAL REQUIREMENTS:

Possession of an appropriate TN driver's license.

The current starting pay for Operations Specialist is \$12.00/hour.

A post-offer background check is required for all positions. A post offer drug screen and physical are option of employer.

Applications are accepted until position is filled.

Applications are available online at <https://www.gatlinburg.com/chamber-of-commerce/job-opportunities/> . No phone calls please.

It is the policy of the Gatlinburg Convention and Visitors Bureau is not to discriminate on the basis of race, color, national origin, age, sex, or disability pursuant to Title VI of the Civil Rights Act of 1964, Public Law 93-112 and 101-336 in its hiring, employment practices and programs.

Operations Specialist

Nature of Work

This is labor intensive semiskilled work involving the cleaning of the Gatlinburg Convention Center and preparing for various events and activities. Activities associated with the job include removing trash and other debris from common areas and meeting facilities, cleaning and stocking bathrooms, cleaning common areas and hallways and maintaining an adequate supply of cleaning supplies and materials. Additional activities include setting up tables, chairs, steps, stages, backdrops, podiums and related equipment in preparation for scheduled events, cleaning windows and doors, vacuuming carpeted areas, dusting surfaces and performing minor maintenance duties. Job duties require experience working with cleaning supplies and materials, knowledge of industrial cleaning practices, ability to interact successfully with co-workers and the public, ability to complete daily assignments in a timely and thorough manner and the capacity to consistently adhere to established policies, procedures and schedules. Job performance is evaluated by the Event Service Leader through review of the general cleanliness and overall appearance of the convention center, ability to interact effectively with co-workers, clientele and the public and adherence to established policies, procedures and schedules.

Illustrative Examples of Work:

- Sweeps, vacuums, and/or mops offices, bathrooms, hallways, restrooms and common areas daily.
- Empties trash cans and remove debris from common areas, meeting facilities and grounds.
- Dusts and cleans counter tops, windowsills, tables and other surfaces as needed.
- Cleans up spills in the event of unexpected accidents.
- Cleans and sanitizes bathroom sinks, commodes and water fountains daily.
- Vacuums carpeted rooms and common areas according to established schedules.
- Assists with maintaining an adequate inventory of cleaning equipment and supplies and stocks bathrooms and closets with needed supplies, equipment and materials.
- Moves all furniture and strips and waxes floors as needed.
- Cleans windows, mirrors, and walls when necessary.
- Interacts with co-workers, vendors, clientele and the public to provide general information and assistance.
- Assists with grounds maintenance activities and snow and ice removal when required.
- Assists with setting up tables, chairs, steps, stages, backdrops, podiums and related equipment in preparation for scheduled events when required.
- Takes down and stores tables, chairs, steps, stages, etc. at the conclusion of scheduled events.
- Assists with providing general security of the convention center after hours.
- Performs related duties as required.

Necessary Requirements of Work

Graduation from an accredited high school, GED program, or equivalent work experience necessary; experience working with cleaning equipment and supplies; some experience working

with the public; sufficient physical strength and agility to perform the physically demanding aspects of the job; general knowledge of meeting facilities arrangements; or any equivalent combination of education and experience to provide the following knowledge, abilities and skills:

- Considerable knowledge of safety procedures involved with cleaning supplies and precautions pertaining to the proper handling and disposal of cleaning chemicals (includes Material Safety Data Sheets).
- Considerable knowledge of cleaning materials, equipment, supplies and materials used in an institutional and/or commercial setting.
- Considerable knowledge of floor maintenance practices and methods including the stripping and waxing of various types of floor surfaces including wood, linoleum tile and marble.
- Knowledge of meeting facility set ups and arrangements for a variety of functions and activities.
- Some knowledge of routine maintenance procedures involving public facilities.
- Ability to plan and organize daily activities to complete established work assignments in a timely and thorough manner and assist other staff when needed.
- Ability to work a flexible schedule.
- Ability to react to emergency or unexpected events in a prompt and responsive manner.
- Ability to determine the overall cleanliness and sanitation of public facilities and address any identified deficiencies.
- Ability to consistently adhere to established operating policies, procedures and schedules.
- Ability to interact successfully with co-workers, vendors and the public.
- Skill in the operation of floor maintenance equipment including dust mops, vacuum cleaners and buffers.

Physical Requirements

This is heavy work possibly requiring the exertion of 100 pounds of force, up to 50 pounds of force frequently, and up to 20 pounds of force constantly to move objects; work requires climbing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, and grasping; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for depth perception, color perception, visual inspection involving small defects and/or small parts, use of measuring devices, assembly or fabrication of parts at or within arms length, operation of machines and determining the accuracy and thoroughness of work; the worker is subject to inside and outside environmental conditions, noise, vibration, hazards, atmospheric conditions and oils.

Necessary Special Requirements

- Possession of a valid Tennessee Drivers License and the ability to be insured at standard vehicle liability rates.

FLSA – Non - Exempt
01/01/2020