

JOB DESCRIPTION

Working Title Facility and Client Support (Floater)	
--	--

	Division, Branch/Unit Properties/ Property Management/ Government Centre Area/Events	Ministry Infrastructure
--	--	----------------------------

Present Class Administrative Support 2	
---	--

--

PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

Reporting to the Venue and Facility Coordinator, the Facility and Client Support (Floater) is the front-line staff interacting with clients utilizing the meeting and conference facilities/venues on the 10th, 11th, and Basement Floors (B041/B070) of the Queen Elizabeth II Building. The focus of the position is to provide exceptional guest services for all stakeholders at booked events. The position supports events by being on-site during the entire event. As a result, work hours are dependent on event scheduling and can include working evenings and weekends.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

- 1. Providing exceptional service through the execution of the meeting, conference or event.**
On the day of the event or meeting, provide the following services:
 - Initial set-up and take down/cleanup.
 - Review event plan with client.
 - Throughout the event or meeting, ensure the agreed to requirements are being met and exceeded.
 - Quickly and efficiently resolve any issues that arise.
- 2. Equipment and supplies inventoried, tracked, and maintained.**
 - Track and maintain an inventory of all food and beverage supplies, china, stemware, silverware, flatware, linen, etc. Update when requested.
 - Maintain equipment including audio-visual and furniture.
 - Identify equipment, furniture, decorations, etc., that need replacement.
- 3. Support, improve, and promote the use of the venues.**
 - Identify opportunities to expand usage based on feedback and interaction with stakeholders.
 - Provide input to renovations/repair planning.
 - Provide support as required to the client booking the venue and as requested by Venues & Facilities Coordinator and Facilities Manager.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

The position works independently within established policies, procedures and processes. The position requires creative problem solving to make every effort to meet client requirements. Frequently, the position is faced with onsite issues and problems that require immediate resolution with minimum disruption to the event/function. The position interacts with contractors and ensures the contracted services are provided as specified. The position works to ensure the contractors have a clear understanding of the requirements and event schedule. Escalating issues will be directed to the Venues & Facilities Coordinator, Facilities Manager, or the Director to resolve any misunderstandings and find solutions.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

The position requires high school diploma with one year of related experience in the hospitality industry.

The position requires sound knowledge in the following areas:

- Hospitality industry (Food and Beverage)
- Microsoft Office Suite, Outlook, sound equipment and meeting and conference equipment and furnishings

The position requires the following skills and abilities:

- Good communication skills to communicate with stakeholders, especially senior government officials
- Time management and organizational skills
- Ability to organize and prioritize short and long-term projects
- Ability to track issues to ensure a timely response
- Ability to respond to changing priorities and meet changing timelines
- Ability to multi-task
- Ability to work in a team setting as well as functioning independently
- Ability to exercise judgment in dealing with sensitive and confidential situations/information
- Ability to develop positive, professional work relationships with a variety of parties.

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

Clients (senior government officials, ministers, and ministerial staff): To provide information and event planning documentation; provide advice/recommendations, resolve issues and gain agreement.

In-house Infrastructure staff: Receive instructions about events, work to resolve issues, provide recommendations to improve efficiencies, advise on maintenance issues

Catering contractors: Provide instruction on set up for venues.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

No direct supervision for this role.

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).

N/A

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached (see Writing Guide [Page 17](#)).

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.