

Sun City West Foundation Position Description

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Position Title: Room Monitor

Reports To: Executive Director

FLSA: Part Time / Hourly

Summary

This is a position that performs a variety of tasks in support of the SCW Foundation Banquet and Meeting room rentals. Monitors are scheduled typically for shifts of four to five hours on a given day covering rentals as-needed – 7 days/week, from 6:00 AM until 11:00 PM on occasion.

Education and/or Experience

- Ability to learn, understand and apply rules, regulations, and instructions.
- Basic understanding of office reporting and documentation procedures.
- Basic understanding of the use and maintenance of the types of equipment utilized for room rentals.
- Customer service related experience and strong verbal communication skills are necessary. Your cooperation and pleasant attitude are mandatory in this position. You will be the main contact our clients have during their events.

Specific duties of this position

Respond to inquiries in a courteous manner, explain facility rules and guidelines, resolve complaints in an efficient and timely manner. Replenish supplies and materials as needed. Ensure all facility areas, both interior and exterior, are maintained in a clean and safe manner.

Monitors are expected to assist each other during the peak times of their shift in order to accomplish the huge task of preparing rooms for the next event.

Specific duties of this position include but are not limited to:

- Set up tables and chairs.
- Ensure sound system and projection equipment is operating when required.
- Prepare coffee/tea for events as required.
- Clean interior: mop or vacuum floors; wipe tables and chairs; kitchens including all appliances therein; restrooms; empty trash; restock supplies.
- Clean exterior: sweep walkways, wipe/dust and empty trash cans, dust window sills, clean windows/doors and any other surfaces as needed.
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Physical Demands

- The ability to lift and move equipment.
- The ability to work year round outdoors for exterior cleaning needs.
- Stand, move and lift continuously for four hours.

Position Title: Office Assistant

Reports To: Executive Director

FLSA Status: Non-Exempt

Under the direction of the Executive Director, the Office Assistant is responsible for staffing the Foundation front desk, overall general office support duties and maintaining and enhancing the Foundation's community relations.

1. Greet guests and clients in a professional, friendly manner. Direct persons to appropriate meeting rooms. Assist room rental clients with requests as needed.
2. Answer telephones promptly, with a professional courteous manner. Direct callers to appropriate extension or take message.

1. Provide information on copier functions to visitors and maintain the paper supply in the copier.

1. Maintain front reception lobby in an orderly, clean manner.

1. Maintain and order office supplies.

1. Open and distribute incoming mail.

1. Account for and record donations received, prepare thank-you letters.

1. Account for and record daily receipts from transportation department.

1. Process invoices for accounts payable. Mail vendor checks for payment and file invoice/payment vouchers

1. Maintain newspaper articles scrapbooks.

1. Backup Room Rental Coordinator with room rentals and recordkeeping.

1. Backup Helping Hands office staff as needed.

1. Communicate effectively with multiple audiences using a variety of formats. Examples include: Written and verbal communications and briefings that clearly outline the situation and action items to the board of directors, Foundation rental clients, staff and other parties.

Education and/or Experience

No specific education required. However, the Office Assistant / Public Relations Coordinator must possess skills, knowledge and qualities from at least three years experience in business, non-profit operational and financial management, or related areas.

Physical Demands

While performing the duties of this Job, the Office Assistant / Public Relations Coordinator is regularly required to sit, stand, walk, speak and hear. The position requires extensive computer use so the employee must have sufficient hand dexterity to use a computer keyboard and be capable of reading a computer screen. The employee must occasionally lift and/or move up to 20 pounds. Reasonable accommodations may be made to enable otherwise qualified individuals with disabilities to perform the essential functions.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required.

Other Knowledge, skills and abilities: Knowledge of general office function and duties, public relations, marketing, community organization, principles and practices of customer service.

Position Title: Operations Coordinator

Reports To: Executive Director

FLSA Status: Hourly

Summary

The Operations Coordinator position covers overall operation of the Sun City West Foundation: maintenance and preservation of the organization's assets; work schedule coordination for staff; provide back up, as needed, for all key positions to include Room Rental Coordinator, Helping Hands Manager and Warehouse Lead, Front Desk. Provide bookkeeping services, ensure all operations are compliant with board directives and applicable federal and state requirements; and maintain and enhance the Foundation's community relations.

General Management:

1. Maintain official records and documents, and ensure compliance with federal, state and local regulations.
2. Assist in the development of current and long-term organizational goals and objectives as well as policies and procedures for Sun City West Foundation operations. Establish plans to achieve and promote goals set by the Board of Directors and implement policies, subject to approval by the Board of Directors.

1. Recognize and bring to the attention of the Executive Director issues that affect the organization. Display initiative in developing action plans and resolving problems as they occur, in consultation with the Executive Director.

1. Seek increased responsibility while remaining conscientious, thorough, accurate, and reliable with respect to achieving the organization's goals. This includes being available and responsive to issues and concerns as they arise.

Communications:

1. See that the staff and Executive Director are kept fully informed on the condition of the organization and all-important factors influencing it.
2. Establish sound working relationships and cooperative arrangements with community groups and organizations.

1. Support the programs and point of view of the organization to agencies, organizations, and the general public at all times.
2. Communicate effectively with multiple audiences using a variety of formats. Examples include: Written and verbal communications and briefings that clearly outline the situation and action items to the board of directors, Foundation rental clients, staff and other parties.

1. Ability to read, analyze, and interpret general business correspondence, including financial reports, legal documents such as leases, write reports, business correspondence, and procedure manuals; efficiently respond to questions from staff and members of the community.

Human Relations:

1. Responsible for supervision of all assigned staff. Responsibilities include interview and train employees; assign and direct work; offer input to performance appraisals, address complaints with input from Executive Director.
1. Promote active and broad participation by volunteers.

Budget and Finance:

1. Oversee all day-to-day accounting functions.
1. Maintain effective systems of internal controls to account for all receipts and expenditures of funds.
1. Work with the staff, Finance Committee, and the board in preparing a budget; see that the organization operates within budget guidelines..
1. Analyzes and evaluates vendor services to determine programs and providers that best meet the needs of Sun City West Foundation.

Education and/or Experience

No specific education required. However, the executive director must possess skills, knowledge and qualities which may result from formal education or at least five years experience in business, non-profit operational and financial management, or related areas.

Physical Demands

While performing the duties of this Job, the executive director is regularly required to sit, stand, walk, speak and hear. The position requires extensive computer use so the employee must have sufficient hand dexterity to use a computer keyboard and be capable of reading a computer

screen. The employee must occasionally lift and/or move up to 20 pounds. Reasonable accommodations may be made to enable otherwise qualified individuals with disabilities to perform the essential functions.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required.

Other Knowledge, skills and abilities: Knowledge of contract administration, community organization, fiscal and organizational management, principles and practices of customer service and public relations.