



# Town of Wytheville

Job Opening

## Job Title: **Technology Specialist / Meeting Center Attendant** **Full Time With Benefits**

**DEPARTMENT:** Public Information/Tourism    **FLSA DESIGNATION:** Non- Exempt    **POSTED:** 9/05/2024

**PAY RANGE:** \$34,590 to \$49,875    Pay Determined by Education and Qualification

**POSITION SUMMARY:** The **Technology Specialist / Meeting Center Attendant** works with the Information Technology Department regarding how audio/visual equipment is used, maintained, cleaned, stored, and inventoried. Works to ensure excellent customer service for clients of the Wytheville Meeting Center, in the areas of event setup and tear down, in-house catering, routine custodial functions, and has a specific focus on audio-visual needs and equipment maintenance.

**Job Description is attached. Please review the full list of Duties and Responsibilities.**

**REQUIRED MINIMUM QUALIFICATIONS:** High school diploma or GED equivalent, and at least two (2) years of work experience. Any combination of education and relevant experience may be considered. Ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations. Ability to perform heavy manual tasks for extended periods of time; Ability to work safely; Ability to establish and maintain effective working relationships with employees, other departments, and the public; Ability to understand and carry out written and oral instructions. Ability to deal with the public and fellow employees in a pleasing manner using tact and respect; ability to understand and explain guidelines and policies to clients and vendors in writing and verbally.

*Please refer to the Job Description for additional Required Minimum Qualifications*

**HOW TO APPLY:** Employment applications are available online at <https://www.wytheville.org/employment>. Please submit completed applications via email to: [human.resources@wytheville.org](mailto:human.resources@wytheville.org), or submit in person to the Department of Human Resources Application Drop Box, located in the Town Municipal Building's Lobby.

**CLOSING DATE:** Applications must be submitted by 5:00 PM on 9/30/2024 to be considered.

**The Town of Wytheville is an Equal Opportunity Employer**

## JOB DESCRIPTION

Class Title: Technology Specialist / Meeting Center Attendant

Department: Public Information/Tourism  
FLSA Designation: Non-Exempt  
Effective Date: August 16, 2024

### GENERAL PURPOSE

The **Technology Specialist / Meeting Center Attendant** works to ensure excellent customer service for clients of the Wytheville Meeting Center, in the areas of event setup and tear down, in-house catering, routine custodial functions, and with a specific focus on audio-visual needs and equipment maintenance.

### SUPERVISION RECEIVED

Works under the direct supervision of the Meeting Center Coordinator and the indirect supervision of the Assistant Director of Public Information/Tourism or the Director.

### SUPERVISION EXERCISED

None.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

*Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks, as assigned.*

- Works with the Information Technology Department regarding how audio/visual equipment is used, maintained, cleaned, stored, and inventoried.
- Plans for future meetings by determining the audio/visual needs and preparing accordingly. This includes communicating with the Meeting Center Coordinator on staff needs for the schedule and leaving detailed instructions regarding audio/visual if Technology Specialist will not be there.
- Communicates with clients in a professional manner in person, via phone, and email regarding their technology needs. Maintains visible, available presence in and around meeting rooms during event time to quickly and efficiently handle any client needs.
- Works to ensure that there is a backup system in place and checks backup equipment/systems regularly to make sure it is in proper working order.
- Continues training on computer operation, presentation software, virtual meeting platforms (Zoom, Microsoft Teams, Skype etc.).
- Completes weekly reports on tasks completed, issues with equipment and any problems with audio/visual during a meeting or event. Completes a monthly audio/visual equipment check list and cleaning check list. These reports will be emailed to the Assistant Director and the Director of Information Technology weekly or monthly, as noted.
- Plans periodic in-services trainings for other Meeting Center staff on computer software and audio/visual and sound equipment.
- Works closely with other Meeting Center staff to carry out contracted client requests

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for use of the Wytheville Meeting Center including setting up (and tearing down) meeting rooms with the proper configuration of furnishings (including tables, chairs, staging, etc.), assisting with setting up break service and any other requested amenities. Vacuums, dusts, cleans counters, and removes trash from meeting rooms. Ensures prompt and accurate delivery of all client requests.

- Works with other Meeting Center staff to provide problem-solving solutions to client issues and last-minute needs.
- Monitors use of catering kitchen by caterers during events. Ensures that caterers follow standards and guidelines for use of these facilities and return kitchen and facilities to proper order.
- Prepares and serves lunch and break food items and beverages. Cleans up food and beverage items and cleans the kitchen to include washing dishes, mopping floors, and storing food properly.
- Has knowledge and skills necessary to also work at information desk as needed. This would include knowledge of proper phone answering procedures as well as the ability to answer basic questions of meeting clients and visitors.
- Receives the public and answers questions; responds, in a timely fashion, to request of businesses, citizens and others and refers, when necessary, to appropriate persons.
- Works with other members of Public Information/Tourism Department (Wytheville Meeting Center and Wytheville Convention & Visitors Bureau) on events/programs and other tasks as needed.
- Performs all duties in conformance to appropriate safety and security standards.

### **REQUIRED MINIMUM QUALIFICATIONS**

#### **Education and Experience:**

High school diploma or GED equivalent, and at least two (2) years of work experience required *OR* Any equivalent combination of education and relevant experience may be considered.

#### **Necessary Knowledge, Skills and Abilities:**

- Ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations.
- Ability to perform heavy manual tasks for extended periods of time; Ability to work safely; Ability to establish and maintain effective working relationships with employees, other departments, and the public; Ability to understand and carry out written and oral instructions.
- Ability to deal with the public and fellow employees in a pleasing manner using tact and respect; ability to understand and explain guidelines and policies to clients and vendors in writing and verbally.

### **TOOLS AND EQUIPMENT USED**

Phone system; personal computer including word processing software; copy machine; fax machine; calculator and other basic office equipment. Audio-visual equipment including projection and sound systems. Kitchen equipment includes ovens, dishwasher, and warmer.

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## PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

**Physical Demands:** While performing the duties of this job, the employee is regularly required to use hands to finger, handle, feel or operate objects, tools, or controls and reach, push, or pull with hands and arms. The employee frequently is required to stand. The employee is occasionally required to walk; talk or hear; sit; climb or balance; stoop, kneel, crouch, or crawl; and smell. The employee must frequently lift and/or move up to fifty (50) pounds and occasionally lift and/or move up to one hundred (100) pounds.

**Work Environment:** The noise level in the work environment is usually quiet.

## SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; criminal background investigation; driving records; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Signature: \_\_\_\_\_ Approval: \_\_\_\_\_ Date: \_\_\_\_\_  
Department Head Town Manager

Revision History: December 2019, August 2024

## Job Description Acknowledgement:

My signature below represents that I have received the complete job description. Further, I understand the following: it is my responsibility to read the job description and to fully understand the requirements set forth therein; the job description is to be used as a guide and that I will be responsible for performing other duties as assigned; and this job description does not constitute an employment contract with the Town of Wytheville.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_