



CITY OF MELROSE

Human Resources Department

City of Melrose is an Equal Opportunity Employer. *No Residency Requirement*

One of Mayor Brodeur's priorities is advancing diversity, equity, and inclusion in Melrose by cultivating a workforce where diverse perspectives are valued and where every employee can bring their best and most authentic selves to work. Here in Melrose, we are driven by the value of excellence and believe that everyone deserves the best service and access to resources, regardless of their race, gender identity, religion, ethnicity, physical abilities, age, sexual orientation, veteran status, or personal experience. We embrace employees & candidates from these underrepresented groups to help make this vision a reality.

The City of Melrose is committed to creating a collaborative work culture that appreciates diverse perspective and approaches matters with flexibility and cultural relevance.

Weeknight and weekends availability REQUIRED

Flexible schedule * Hours vary based on events

Title: Operations Assistant
Department: Soldiers and Sailors Memorial Building
Supervisor: Operations Manager, Trustees of Memorial Hall
Status: 5-10 hours/week, non-union, hourly, no benefits, \$19.36 per hour;
Weeknight shifts and weekends

Summary: Under the supervision of the Operations Manager, the Assistant represents the Operations Manager to clients, provides onsite customer service during and end of events, maintains a professional, neat and friendly appearance and performs various custodial duties of a routine nature in maintaining the building and grounds.

Responsibilities:

1. The position requires heavy lifting up to 60 pounds and moving of pianos, tables, chairs, risers and furniture on hall floors and stage. Clean, mop and polish floor areas of over 4,000 square feet; empty and remove trash from inside building; clean lavatories and refill paper supplies, deodorants, etc.; wash windows; replace light bulbs; light carpentry, repairs and painting; raise and lower flags on roof as ordered by the city.
2. Perform outside work such as cleaning walks, shovel snow, sand walks; fix broken windows; check windows and doors; properly secure building. Report faulty equipment, defective materials and unusual situations to the Operations Manager. Keep Operations Manager informed of cleaning and necessary supplies inventory.
3. Set up and tear down for events as instructed including tables, chairs, podiums, risers, pianos, stage lights, projector, screens, PA system, and microphones; follow safety rules and regulations. Provide onsite customer service during and end of events including ongoing removal of trash, equipment assistance, maintain lavatories, general building cleanup and assist customers as needs arise during the event.
4. Under the direction of Operations Manager and Melrose Police Secure the building, watch over functions and secure artifacts

5. Respond sensitively and constructively to citizen complaints; provide customer service with tact, courtesy, sensitivity and discretion in all dealings with internal and external customers. Report any issues to the Operations Manager in person or by cell phone in a timely manner.
6. Contribute to creating a collaborative work culture that appreciates diverse perspective and approaches matters with flexibility and cultural relevance.
7. Assist with functions in Memorial Hall. Follow schedule and anticipate the needs of customers as required by a flexible work schedule set by the Operations Manager on a weekly basis.
8. Notify Operations Manager by cell phone about faulty equipment, defective materials, and unusual situations immediately.
9. Perform other related duties as assigned.

Qualifications:

1. Equivalent to completion of 4 years of high school.
2. Previous cleaning and/or custodial experience required including working knowledge of basic electrical, plumbing and heating repairs including light carpentry and outside grounds maintenance.
3. Excellent interpersonal skills and customer service orientation, demonstrated experience providing customer service to co-workers and residents, and the public using tact, proper judgment, courtesy, respect and discretion.
4. Demonstrated ability to work effectively with diverse constituencies and ensure a culturally relevant and sensitive approach.
5. Ability to perform independently with defined instructions.
6. Dependable, reliable, punctual and flexible. Available for last minute calls for unexpected functions.

Physical Requirements:

Operations Assistant must be able to perform all physical requirements of the above responsibilities, including heavy lifting and moving of furniture. While performing this job the employee must climb stairs and ladders; enter confined spaces, operate power and hand tools and equipment. The employee is required to sit, stand, walk, reach, climb, stoop, crouch, twist, taste and smell. The employee is required to hear, feel and talk and speak English. The employee must have close, distance, and peripheral vision, depth perception and the ability to adjust focus. The employee must have full use of hands, arms and legs. The employee is required to regularly lift heavy objects up to 60 pounds and carry these objects short distances. The employee must have the ability to work safely.