**Class Summary**

The responsibilities of this classification include performing a variety of technical support, clerical, and lead worker functions related to the Aquatic Center Control Room. Incumbents work with clients regarding facility rental and event planning, schedules and tracks all events, and performs related work as required.

**Distinguishing Characteristics**

This is a single level classification. This classification differs from all other classifications in that no other classification leads assigned employees and oversees the Aquatic Center Control Room.

**Examples of Duties**

1. Plan, prioritize, assign, and review the work of assigned staff; train staff, provide feedback to leadership on employee performance, and assists in the interview and selection process.
2. Coordinate and issue event and team contract packets and ensure completion of all documents. Monitors rental bookings and reservation contracts for the pool using applicable software program.
3. Act as coordinator/liaison with individuals and groups, co-workers, and other agencies. Collaborates with external groups and management to resolve facility use issues.
4. Monitor the day-to-day operations of programs and events, including making site visits and handling and resolving complaints not requiring the attention of a supervisor. Escalate to a supervisor when appropriate.
5. Troubleshoot control room equipment failures and recommend solutions. Track control room supplies, order and restock supplies as needed. Coordinate control room administrative office equipment repairs, leases, and replacements. Oversee maintenance of and updates to computer software.
6. Provide technical assistance and training to support staff and customers regarding appropriate computer applications and procedures and other control room functions.
7. Monitor and oversee facility security camera recording system.
8. Create program flyers, brochures, catalogs, and newsletters, including determining content, layout, materials, and distribution methods.
9. Communicate safety information to customers and co-workers.
10. Perform other duties as assigned.

**Knowledge/Skills**

Ability to effectively engage in and sustain relationships with people from diverse cultures and socio-economic backgrounds

Ability to work independently and as a team member

Demonstrated proficiency with business applications, such as Microsoft Office suite

**Education and Experience Requirements**

Any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position

**Licensing, Certification and Other Requirements**

Some licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required

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| **FLSA Designation** | Non-Exempt |
| **Service Status** | Career Service |
| **EEO Code** |  |
| **Levels within same series** | None |
| **Class History** | 09/2022 - Created |