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<b>Job Title:</b>	<b>Visitor Experience Associate</b>	<b>Reports to:</b>	<b>Visitor Experience Manager</b>
<b>Work Status:</b>	Part Time	<b>FLSA Status:</b>	<b>Non-Exempt</b>
<b>Updated:</b>		<b>Approved by:</b>	Catherine Qureshi

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**PPC Mission Statement:**

Improving quality of life for the people of Pittsburgh by restoring the park system to excellence in partnership with government and the community. Projects and programs are conducted with respect for the environment, historic design, and the needs of our diverse region.

**Position Summary:**

The part-time Visitor Experience Associate will perform routine, heavy custodial and labor-related tasks including cleaning and ensuring proper maintenance throughout facilities, security patrol, assisting with special events and performing seasonal duties as needed. The successful candidate will have an excellent attendance record and a strong work ethic.

**Position Duties:**

Performs under the general supervision of the Visitor Experience Supervisor and is responsible for, but not limited to, the following duties:

Essential Duties:

- Effectively and in a timely manner perform daily, weekly, and monthly cleaning of the park.
- Responsible for maintaining a safe and secure environment.
- Responds to and resolves issues in a professional manner.
- Effectively inventory, organize, and alert supervisor when to order inventory and other supplies.
- Establish strategic and flexible work plan based on calendar of programs and events.
- Positively and effectively represent the Conservancy with park guests.
- Provide constructive input, recommendations, and support to the Conservancy staff.
- Effectively and appropriately use and maintain fleet vehicles and power and hand tools.
- Effectively handle the AV and technology system.
- Perform duties in indoor and outdoor settings.
- Inventory and manage lost and found.
- Travel to and from various Parks Conservancy sites including evenings, weekends, holidays, and irregular hours as necessary to meet deadlines and achieve objectives.

Related Work:

- Effectively prioritizing work activities while coordinating multiple projects and meeting critical deadlines.
- Proactively resolve problems and conflicts that surface.
- Keep the Visitor Experience Manager, and when appropriate, the Director of Visitor Experience promptly informed of matters as they relate to the department and PPC.

- Work is mainly conducted in and around Mellon Square (downtown). Some work may be conducted during the evening, on weekends, holidays, and irregular hours as necessary to meet deadlines and achieve objectives.
- Perform other related duties as apparent or assigned in all facilities managed by Pittsburgh Parks Conservancy.

***The Way We Work - The Employees of the Pittsburgh Parks Conservancy:***

- Work and accept responsibility to search for, create and execute new and innovative approaches to improve the performance of Conservancy strategies and objectives.
- Foster meaningful interaction among diverse individuals through the exchange of information to produce understanding.
- Continuously develop and use effective strategies and interpersonal styles to engage and guide others toward the accomplishment of identified objectives and goals in the best interest of the Parks Conservancy.
- Consistently work toward the common good of the organization and encourage others to do the same.
- Conduct themselves at all times in a professionally appropriate and respectful manner.
- Apply the proper safety/security practices according to established protocols, guidelines and policies.
- Maintain strong work ethic and demonstrate flexibility.

**Knowledge of** (position requirements at entry)

- Facility custodial and cleaning to ensure proper facility maintenance.
- Facility security practices.
- Contemporary sustainable waste management practices.
- Outstanding customer service principles and practices within a diverse work and customer environment.

**Skills and Ability to** (position requirements at entry):

- Understand and appropriately adhere to organization policies and procedures.
- Provide outstanding customer service within a diverse work and customer environment.
- Set appropriate priorities while coordinating multiple projects and meeting critical deadlines.
- Solve problems; negotiate effective and appropriate solutions to difficult conflicts; and effectively handle critical, controversial, confidential, and/or sensitive matters.
- Critically analyze operations, collaboratively design and institute improvements without disruption of existing operations.
- Demonstrate self-motivation and take advantage of emerging opportunities.
- Provide both oral and written communication that is easily understood and direct in its content and listen effectively to thoroughly understand the intended message with sensitivity to nuance and a communication style that is open, cordial and issues focused.
- Establish and maintain effective, respectful and productive working relationships.
- Show respect and sensitivity for cultural differences.
- Handle matters with highest degree of professionalism, including maintaining appropriate levels of confidentiality.
- Approach situation analysis and problem solving through the lens of racial equity, including use of effective and appropriate engagement with people from diverse communities.
- Possess unimpeachable personal integrity and trustworthiness.

**Training and Experience** (position requirements at entry):

- Experience in customer service field is preferred.
- Experience in security field is preferred.
- First Aid and CPR certification (must be obtained within 6 months of hire date).
- The following three background clearances are required: Department of Human Services Child Abuse History Clearance; Pennsylvania State Police Request for Criminal Records Check; Federal Criminal History Record Information (CHRI).
- Valid driver license.

**Physical Requirements:**

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

The physical ability to walk, stand, stoop, bend, kneel, crouch, reach, pull, push, finger, feel, grasp, lift, talk, see, hear and perform repetitive motions. The ability to remain in a sitting or standing position for extended periods of time.

The ability to safely operate a motor vehicle as incumbents are subject to local travel to and from work locations. Operating equipment requiring continuous or repetitive hand/arm movements.

The incumbent may be required to traverse on rough, uneven terrain, as well as wet and slippery surfaces and to ascend and descend ladders to access work areas.

Exerting up to 20 pounds of force occasionally, and/or a negligible amount of force constantly to move objects. The work may occasionally involve the ability to lift up to 50 lbs.

Must be available all shifts, including evenings, weekends, and holidays.