



Job Title:	Visitor Experience Assistant Manager, Maintenance	Reports to:	Director of Visitor Experience
Work Status:	Full Time	FLSA Status:	Exempt
Updated:	3/1/2022	Approved by:	Catherine Qureshi

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:

Pittsburgh Parks Conservancy is seeking a full-time Visitor Experience Assistant Manager with a focus in maintenance. Job duties include providing outstanding customer service to a diverse audience, general repairs and maintenance in multiple park sites, event implementation including set-up and clean-up of events, custodial duties, supervising part-time and seasonal Visitor Experience staff and volunteers, horticulture maintenance, opening and securing facilities, vendor and contractor management and coordination and performing seasonal duties as needed. The ideal candidate for this job will have some basic maintenance, supervision and outdoor experience. This position represents the Parks Conservancy with the community, the City of Pittsburgh, and other non-profit partners to advance the mission of the Parks Conservancy.

Position Duties:

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

Essential Duties:

- Effectively and thoroughly manage on-site operations to provide for a positive customer service experience at park site locations throughout the City that is reflective of the mission, vision and values of the PPC.
- Responsible for maintenance and repairs in park spaces including, but not limited to, fixing door hinges, replacing locks, repairing toilets, replacing electrical outlets, changing filters, fountain maintenance, snow/leaf removal, small drywall repairs and painting.
- Accurately estimate projects to inform department budget.
- Effectively prioritize work tasks at a variety of park sites throughout the City.
- Effectively manage and coordinate relationships with and work of on-site vendors and contractors.
- Effectively and in a timely manner input and maintain files and data in facility operations log per PPC standards.
- Appropriately operate and maintain fleet vehicles per PPC and equipment standards.
- Appropriately handle, operate and troubleshoot audio/visual equipment.
- Appropriately and per Pennsylvania's standards, perform routine maintenance and inspections on the PNC Carousel.
- Appropriately and per PPC standards, operate the PNC Carousel.
- Effectively implement events and activities in park sites throughout the City.
- Assist with cleaning and horticulture projects per PPC standards.
- Effectively, concisely and in a timely manner organize and inventory PPC assets.
- Coordinate and implement a strategic work plan based on calendar of programs and events within the Visitor Experience Department and PPC organization.
- Supervise, evaluate, develop and performance-correct part-time and seasonal staff to ensure their work is completed accurately, efficiently, in a timely manner, and with a high degree of competence and professionalism.
- Positively, constructively, and in a timely manner address issues with a diverse staff, clients, and vendors.

- Effectively and concisely share information about the park's resources, programs and history with a diverse visitor base.

Related Work:

- Effectively prioritize work activities while coordinating multiple projects and meeting critical deadlines.
- Proactively resolve problems; negotiate effective and appropriate solutions to difficult conflicts; and effectively handle critical, controversial, confidential, and/or sensitive matters.
- Establish strategic and flexible work plan based on calendar of programs and events throughout the City.
- Positively and effectively represent the Conservancy at all times.
- 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 audio/visual systems.
- Appropriately control heating, cooling and building automation systems of facilities.
- Perform duties in both indoor and outdoor settings in various weather conditions.
- Travel to and from various Parks Conservancy sites including evenings, weekends, holidays, and irregular hours as necessary to meet deadlines and achieve objectives.
- Keep the Director of Operations and Civic Engagement and Visitor Experience Director promptly informed of matters as they relate to the department and PPC.
- Perform other related duties as apparent or assigned.

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) Maintenance and repairs in carpentry, plumbing, electrical and horticulture.
- Outstanding customer service principles and practices within a diverse work and customer environment.
- Contemporary practices and principles of supervision of part-time and seasonal staff and volunteers.
- Contemporary sustainable waste management practices.
- Facility custodial and cleaning practices to ensure proper facility maintenance.
- Facility security practices.
- Understanding of sustainable practices and familiar with LEED and Living Building certifications.

Skills and Ability to (position requirements at entry):

- Understand and appropriately adhere to organization policies and procedures.
- Enjoy and 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 unimpeachable personal integrity and trustworthiness.
- 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 solutions-focused.

- Demonstrated proficiency in both written and oral communication.
- 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.

Training and Experience (position requirements at entry):

- At least 2 years' experience with maintenance and repairs.
- First Aid and CPR certification required (must be obtained within 6 months of hire date)
- Certified as a Mandated Reporter (must be obtained within 6 months of hire date)
- Licensed Pennsylvania Amusement Ride Inspector (must be obtained with 1 year 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, including roofs.

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.

The ability to safely climb ladders up to 12 feet.

The ability to perform job duties for extended periods of time in all weather.

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