

TENANT SERVICES TECHNICIANDEFINITION

Under general supervision of Downtown Development Manager, provides required clerical/technical services for Regional Transportation Center (RTC) and serves as staff liaison between City, RTC tenants and patrons.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Coordinates RTC facilities maintenance and security on a day-to-day basis. Assists in preparation of specifications for and in administration of security and maintenance contracts. Performs on-site maintenance and security inspections. Schedules and conducts tours of facility for prospective tenants; conducts tenant orientations. Assists tenants in locating services; resolves minor tenant complaints and directs more complex problems to supervisor. Provides information to public regarding RTC facility and special programs. Coordinates meetings and seminars sponsored by Agency. Maintains moderately complex records; assembles data and information; prepares, types and proofreads special and periodic reports and correspondence. Coordinates use by movie production companies of RTC and City owned properties. Answers phones; interviews and secures information from callers; answers questions or makes referrals to appropriate resource. Operates personal computer and standard office equipment including typewriter, adding machine, copier and fax. Assists in verifying bills and processes appropriate payments. Receives, records and transmits tenant rental and other payments to Finance. Coordinates Court Referral Program activities. May be assigned to review work of part time employees and assists in training new workers. Performs other functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

This is a single position technical classification which is required (due to its satellite location at the Regional Transportation Center) to use considerable initiative and independent judgement in performing a wide range of clerical/technical duties. The incumbent reports to the Downtown Development Manager; once fully trained, he or she works without close supervision within a framework of established policies and procedures. Contact with professional and managerial staff is maintained through weekly meetings and use of a phone/pager/radio.

RECOMMENDED MINIMUM QUALIFICATIONS

One year of experience in tenant/facility management, and two years of complex and responsible office clerical work involving extensive public contact, or any equivalent combination of training and experience which provides the following knowledge, skills and abilities.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: standard practices for administering rental, lease and vendor agreements; modern office practices/procedures; modern office equipment, including personal computers; business English, arithmetic, and bookkeeping principles.

Ability to: operate personal computer; understand and carry out moderately complex oral and written instructions; perform duties without close supervision; learn, interpret and explain specific regulations, policies and procedures; maintain moderately complex records and prepare reports; use correct grammar and spelling; make accurate and rapid computations and comparisons; establish effective working relationships with tenants, vendors, contractors, and members of the public in a culturally diverse community.

SPECIAL REQUIREMENT

Must possess and retain a valid California Class C Driver's License as a condition of employment.

SPECIAL WORKING CONDITIONS

Willingness and ability to work irregular hours, including weekends and evenings as needed.

CHARACTERISTICS OF SUCCESSFUL PERFORMERS

The successful performer is a detailed oriented, well organized self starter who enjoys working independently and is adept at handling multiple tasks within established time frames. A positive problem solver, this individual possess strong interpersonal and communication skills, and demonstrates good judgement when dealing with day to day operational issues at the Regional Transportation Center.

Class title established per Council Resolution No. 98-018,
effective 7-1-98

ADA Approved: 11/98