

**HAWAI‘I CONVENTION CENTER
CONTRACT LABOR JOB DESCRIPTION
FACILITY SET UP
FACILITIES DEPARTMENT**

SUMMARY OF POSITION:

Assist and support the Facility Department in event set-up and tear down, loading dock management, and management of event-related equipment while adhering to guidelines set forth by management and following department safety protocol.

DUTIES AND RESPONSIBILITIES:

1. Performs room set up, tear down, changes, water changeout and refreshers, and turns. Performs all changes as needed according to client needs and/or management direction.
2. Clean and organize facility rooms as directed.
3. Participates in routine physical inventory and maintains inventory control program under the direction of the management.
4. Monitor events and report all changes of work orders to management.
5. Use hand-held 2-way radio for communication
6. Perform other duties as directed by HCC supervisor

QUALIFICATIONS:

1. A minimum of six (1) months facility set up experience or related position, preferred
2. Be of at least eighteen (18) years of age
3. Must demonstrate the ability to communicate effectively and properly with staff and HCC guests.
4. High school diploma or GED certificate preferred; or any combination of education and experience which would provide the necessary knowledge, skills and abilities to meet the minimum qualifications to perform the essential functions of this position.
5. Must have the ability to understand and follow verbal and written instructions.
6. Personal and professional initiative, enthusiasm, and dedication to excellence in wide ranging services to the center’s clients and their customers.
7. Must work harmoniously in a team setting exhibiting the “Aloha Spirit” to fellow workers, guests, clients and the community so as to provide exceptional customer

service while demonstrating behaviors that reflect the Hawai'i Convention Center's vision, mission statement and values.

WORKING HOURS AND CONDITIONS:

1. Position requires availability to work flexible hours, holidays and/or weekends, as schedule requires.
2. Work will be both outdoors and indoors.

MENTAL AND PHYSICAL DEMANDS:

1. Must be able to lift and carry minimum of 50 pounds.
2. Must be able to push and pull a minimum of 75-100 pounds.
3. Work environment will be crowded and noisy.
4. Temperatures in workspace may be hot or cold, depending on location and client requirements.
5. Flexibility is required as client may request changes at the last minute.
6. Must be able to work at a fast pace on demand.
7. Must be able to climb stairs and walk long distances to access all areas of the facility.

**HAWAI‘I CONVENTION CENTER
CONTRACT LABOR JOB DESCRIPTION
SHIFT LEAD
FACILITIES DEPARTMENT**

SUMMARY OF POSITION:

Assist and support the Facility Department in event set-up and tear down, loading dock management, and management of event-related equipment while adhering to guidelines set forth by management and following department safety protocol.

DUTIES AND RESPONSIBILITIES:

1. Effectively leads shift crews (labor) by delegating duties, assigning tasks, and following up with all team members as directed by management.
2. Performs room set up, tear down, changes, water changeout and refreshers, and turns. Performs all changes as needed according to client needs and/or management direction.
3. Clean and organize facility rooms as directed.
4. Participates in routine physical inventory and maintains inventory control program under the direction of the management.
5. Monitor events and report all changes of work orders to management.
6. Assist in training Facilities staff on a regular basis on various topics including, but not limited to: safety, daily logs, event resumes, and SOP's.
7. Use hand-held 2-way radio for communication
8. Perform other duties as directed by HCC supervisor

QUALIFICATIONS:

1. A minimum of six (6) months facility set up experience, preferred
2. Be of at least eighteen (18) years of age
3. Must demonstrate the ability to communicate effectively and properly with staff and HCC guests.
4. High school diploma or GED certificate preferred; or any combination of education and experience which would provide the necessary knowledge, skills and abilities to meet the minimum qualifications to perform the essential functions of this position.
5. Must have the ability to understand and follow verbal and written instructions.

6. Personal and professional initiative, enthusiasm, and dedication to excellence in wide ranging services to the center's clients and their customers.
7. Must work harmoniously in a team setting exhibiting the "Aloha Spirit" to fellow workers, guests, clients and the community so as to provide exceptional customer service while demonstrating behaviors that reflect the Hawai'i Convention Center's vision, mission statement and values.

WORKING HOURS AND CONDITIONS:

1. Position requires availability to work flexible hours, holidays and/or weekends, as schedule requires.
2. Work will be both outdoors and indoors.

MENTAL AND PHYSICAL DEMANDS:

1. Must be able to lift and carry minimum of 50 pounds.
2. Must be able to push and pull a minimum of 75-100 pounds.
3. Work environment will be crowded and noisy.
4. Temperatures in workspace may be hot or cold, depending on location and client requirements.
5. Flexibility is required as client may request changes at the last minute.
6. Must be able to work at a fast pace on demand.
7. Must be able to climb stairs and walk long distances to access all areas of the facility.

**HAWAI‘I CONVENTION CENTER
CONTRACT LABOR JOB DESCRIPTION
JANITORIAL CLEANER I
HOUSEKEEPING DEPARTMENT**

SUMMARY OF POSITION:

Maintain cleanliness of the Hawai‘i Convention Center in accordance with the standards of the Housekeeping department and in compliance with the rules and regulations of the Department of Health of the State of Hawai‘i.

DUTIES AND RESPONSIBILITIES:

1. Sweep, mop and maintain floor surfaces
2. Empty and maintain trash receptacles
3. Vacuum and maintain carpeted surfaces
4. General dusting and wiping of surfaces
5. Clean, sanitize and stock restroom facilities
6. Move trash dumpsters and operate trash compactor
7. Process recycled materials including sorting, hauling and bailing
8. Stock and maintain cleanliness of storage rooms and janitor closets
9. Use of wet or dry vacuum
10. Maintain equipment in proper operating condition and proper operating cleanliness
11. Clean areas up to six (6) feet above floor level
12. Maintain clean and orderly condition of all areas of the HCC
13. Work to established cleaning and sanitation standards utilizing common sense and with minimal supervision
14. Report any discrepancies found throughout the facility
15. Use hand-held 2-way radio for communication
16. Perform other duties as directed by HCC supervisor

QUALIFICATIONS:

1. A minimum of six (6) months prior janitorial experience, preferred
2. Successfully completed training on Bio-Hazard Communication and general safety practices as it applies to the job description
3. Be of at least eighteen (18) years of age
4. Must demonstrate the ability to communicate effectively and properly with staff and HCC guests.
5. High school diploma or GED certificate preferred; or any combination of education and experience which would provide the necessary knowledge, skills and abilities to meet the minimum qualifications to perform the essential functions of this position.
6. Must have the ability to understand and follow verbal and written instructions.
7. Personal and professional initiative, enthusiasm, and dedication to excellence in wide ranging services to the center's clients and their customers.
8. Must work harmoniously in a team setting exhibiting the "Aloha Spirit" to fellow workers, guests, clients and the community so as to provide exceptional customer service while demonstrating behaviors that reflect the Hawai'i Convention Center's vision, mission statement and values.

WORKING HOURS AND CONDITIONS:

1. Position requires availability to work flexible hours, holidays and/or weekends, as schedule requires.
2. Work will be both outdoors and indoors.

MENTAL AND PHYSICAL DEMANDS:

1. Must be able to lift and carry minimum of 25 pounds.
2. Work environment will be crowded and noisy.
3. Temperatures in workspace may be hot or cold, depending on location and client requirements.
4. Flexibility is required as client may request changes at the last minute.
5. Must be able to work at a fast pace on demand.
6. Must be able to climb stairs and walk long distances to access all areas of the facility.

MOVEMENT FROM JANITORIAL CLEANER I position to JANITORIAL CLEANER II position:

Upon proper and consistent demonstration of completing Janitorial Cleaner I position responsibilities and completing 160 hours as a Janitorial Cleaner I position a contract labor employee may be selected by HCC Housekeeping Management to train for a Janitorial Cleaner II position. HCC Housekeeping Management may reduce the 160 hour requirement upon observation of an employee's demonstrated command of the job.

For an Event Janitorial Cleaner I to attain the Event Janitorial Cleaner II title, the Event Janitorial Cleaner I will be required to complete a 40-hour schedule at the HCC and meet all the criteria of the Contractor and approval of HCC. HCC management may waive or reduce the 40-hour requirement upon observation of an employee's demonstrated command of the job responsibilities.

**HAWAI‘I CONVENTION CENTER
CONTRACT LABOR JOB DESCRIPTION
JANITORIAL CLEANER II
HOUSEKEEPING DEPARTMENT**

SUMMARY OF POSITION:

Maintain cleanliness of the Hawai‘i Convention Center in accordance with the standards of the Housekeeping department and in compliance with the rules and regulations of the Department of Health of the State of Hawai‘i.

DUTIES AND RESPONSIBILITIES:

1. Perform all duties and responsibilities as Janitorial Cleaner I
2. Strip and seal hard-surface floors
3. Pressure wash and clean floors and surfaces
4. Shampoo carpet and upholstered fabric, using rotary and extraction shampoo machines
5. Operate auto scrubber to clean floors
6. Operate ride-on scrubber to clean floors and carpeted areas
7. Operate HCC forklifts, scissor lifts and boom lifts
 - a. Employees who operate forklifts, scissors lifts, and boom lifts must be certified in by a HCC approved training contractor.
8. Operate other heavy cleaning equipment that may be acquired by HCC
9. Maintain cleaning equipment; report any discrepancies related to equipment
10. Clean areas at heights up to six (6) feet above floor level
 - a. Employees who work above six (6) feet above floor level will be certified in fall protection equipment by a HCC approved training contractor.
11. Use hand-held 2-way radio for communication
12. Perform other duties as directed by HCC supervisor

QUALIFICATIONS:

1. A minimum of one (1) year prior janitorial experience, preferred to include experience in heavy cleaning equipment for a minimum six (6) months.
2. Successfully completed training on Bio-Hazard Communication and general safety practices as it applies to the job description.
3. Be of at least eighteen (18) years of age
4. Must demonstrate the ability to communicate effectively and properly with staff and HCC guests.
5. High school diploma or GED certificate preferred; or any combination of education and experience which would provide the necessary knowledge, skills and abilities to meet the minimum qualifications to perform the essential functions of this position.
6. Must have the ability to understand and follow verbal and written instructions.
7. Personal and professional initiative, enthusiasm, and dedication to excellence in wide ranging services to the center's clients and their customers.
8. Must work harmoniously in a team setting exhibiting the "Aloha Spirit" to fellow workers, guests, clients and the community so as to provide exceptional customer service while demonstrating behaviors that reflect the Hawai'i Convention Center's vision, mission statement and values.

WORKING HOURS AND CONDITIONS:

1. Position requires availability to work flexible hours, holidays and/or weekends, as schedule requires.
2. Work will be both outdoors and indoors.

MENTAL AND PHYSICAL DEMANDS:

1. Must be able to lift and carry minimum of 25 pounds.
2. Work environment will be crowded and noisy.
3. Temperatures in workspace may be hot or cold, depending on location and client requirements.
4. Flexibility is required as client may request changes at the last minute.
5. Must be able to work at a fast pace on demand.
6. Must be able to climb stairs and walk long distances to access all areas of the facility.

**HAWAI‘I CONVENTION CENTER
CONTRACT LABOR JOB DESCRIPTION
HOUSEKEEPING LEAD
HOUSEKEEPING DEPARTMENT**

SUMMARY OF POSITION:

Supervise and lead the janitorial cleaners to maintain cleanliness of the Hawai‘i Convention Center in accordance with the standards of the Housekeeping Department and in compliance with the rules and regulations of the Department of Health of the State of Hawai‘i.

DUTIES AND RESPONSIBILITIES:

1. Provide hands on supervision, training and re-training where necessary to ensure all employees understand and can adequately perform their job duties.
2. Assist in the daily scheduling of work assignments for staff, ensuring compliance with set guidelines.
3. Assist in the cleaning responsibilities to include all areas from ceiling to floor. Slate care to include scrubbing; carpet care to include vacuuming, stain removal, carpet extraction and scotch guarding; tile care to include sweeping, mopping, scrubbing, waxing and buffing.
4. Assist with other cleaning responsibilities to include window washing, stainless cleaning, dusting and scrubbing doors and walls where needed, and other special cleaning projects.
5. Ability to clean areas at heights above six (6) feet above floor level
 - a. Employees who work above six (6) feet above floor level will be certified in fall protection equipment use by a HCC approved training contractor.
6. Operate HCC forklifts, scissor lifts and boom lifts.
 - a. Employees who operate HCC forklifts, scissor lifts and boom lifts must be certified by a HCC approved training contractor.
7. Assure all janitorial supplies are stored and organized; advise manager of supplies needed to be ordered; maintain all cleaning equipment used for the center; update daily inspections and reports.
8. Assist in the distribution and quantity of essential housekeeping and utility supplies and equipment. Ensure staff has adequate cleaning supplies, tools and materials on hand and available at all times, and all equipment is of sound, safe working quality.

9. Maintain open communication at all times with Housekeeping Staff and Housekeeping management ensuring awareness of all current activity or issues which may require immediate action or intervention.
10. Abide by all Safety policies and procedures relating to chemical handling and equipment use as it applies to procedures in the Housekeeping Department.
11. Abide by all fire regulations/codes involved with the facility.
12. Abide by all policies and procedures of the Hawaii Convention Center, as it applies to the Housekeeping Department and staff.
13. Perform other related duties as may be required or assigned by Housekeeping management.

QUALIFICATIONS:

1. A minimum of one (1-2) year prior janitorial experience required, preferred to include supervisory experience.
2. Successfully completed training on Bio-Hazard Communication and general safety practices as it applies to the job description.
3. Be of at least eighteen (18) years of age
4. Must demonstrate the ability to communicate effectively and properly with staff and HCC guests.
5. High school diploma or GED certificate required; or any combination of education and experience which would provide the necessary knowledge, skills and abilities to meet the minimum qualifications to perform the essential functions of this position.
6. Must have the ability to understand and follow verbal and written instructions.
7. Personal and professional initiative, enthusiasm, and dedication to excellence in wide ranging services to the center's clients and their customers.
8. Must work harmoniously in a team setting exhibiting the "Aloha Spirit" to fellow workers, guests, clients and the community so as to provide exceptional customer service while demonstrating behaviors that reflect the Hawai'i Convention Center's vision, mission statement and values.

WORKING HOURS AND CONDITIONS:

1. Position requires availability to work flexible hours, holidays and/or weekends, as schedule requires.
2. Work will be both outdoors and indoors.

MENTAL AND PHYSICAL DEMANDS:

1. Must be able to lift and carry minimum of 25 pounds.
2. Work environment will be crowded and noisy.
3. Temperatures in workspace may be hot or cold, depending on location and client requirements.
4. Flexibility is required as client may request changes at the last minute.
5. Must be able to work at a fast pace on demand.
6. Must be able to climb stairs and walk long distances to access all areas of the facility.

**HAWAI‘I CONVENTION CENTER
CONTRACT LABOR JOB DESCRIPTION
LANDSCAPER
LANDSCAPING DEPARTMENT**

SUMMARY OF POSITION:

Maintain landscape areas of the Hawai‘i Convention Center in accordance with the standards of the Landscaping department.

DUTIES AND RESPONSIBILITIES:

1. Provide cleanliness of landscaped areas in and around the Hawaii Convention Center, including sidewalks and driveways. Cleanliness to include removal of leaves, debris and litter.
2. Provide general maintenance of landscaped areas. Landscape maintenance to include mowing, weeding, trimming, pruning, fertilization and planting.
3. Performs work associated with landscaping projects; including hauling, shoveling and lifting
4. Use hand-held 2-way radio for communication.
5. Perform other duties as directed by HCC Landscaping Manager.

QUALIFICATIONS:

1. Prior experience in landscape work preferred
2. Ability to do physical laborious work.
3. Successfully completed training on Bio-Hazard Communication and general safety practices as it applies to the job description.
4. At least 18 years of age
5. Must demonstrate the ability to communicate effectively and properly with staff and HCC guests.
6. High school diploma or GED certificate preferred; or any combination of education and experience which would provide the necessary knowledge, skills and abilities to meet the minimum qualifications to perform the essential functions of this position.
7. Must have the ability to understand and follow verbal and written instructions.
8. Personal and professional initiative, enthusiasm, and dedication to excellence in wide ranging services to the center’s clients and their customers.

9. Must work harmoniously in a team setting exhibiting the “Aloha Spirit” to fellow workers, guests, clients and the community so as to provide exceptional customer service while demonstrating behaviors that reflect the Hawai‘i Convention Center’s vision, mission statement and values.

WORKING HOURS AND CONDITIONS:

1. Position requires availability to work flexible hours, holidays and/or weekends, as schedule requires.
2. Work will be both outdoors and indoors.

MENTAL AND PHYSICAL DEMANDS:

1. Temperatures in outside environment may be hot.
2. Work area may be noisy.
3. Must be able to climb stairs and walk long distances to access all areas of the facility.
4. Must be able to lift and carry minimum of 50 pounds.

**HAWAI‘I CONVENTION CENTER
CONTRACT LABOR JOB DESCRIPTION
AMBASSADOR/MONITOR
SECURITY DEPARTMENT**

SUMMARY OF POSITION:

Preserves and maintains an environment of safety and security at Hawai‘i Convention Center Events by performing exceptional guest services.

DUTIES AND RESPONSIBILITIES:

1. Greet all guests, contractors, employees and staff of the Hawai‘i Convention Center with aloha.
2. May provide venue directions to guests as needed.
3. Ensure guests, contractor, employees and staff comply with venue check-in procedures.
4. Report issues to Security Supervisor.
5. Monitor suspicious activity on the cameras at Security Base and report any suspicious activity to the Security Officer on base.

QUALIFICATOINS:

1. A minimum of six (6) months relative work history preferred.
2. Be of at least eighteen (18) years of age.
3. Must demonstrate the ability to communicate effectively and properly with staff and HCC guests.
4. High school diploma or GED certificate preferred; or any combination of education and experience which would provide the necessary knowledge, skills and abilities to meet the minimum qualifications to perform the essential functions of this position.
5. Must have the ability to understand and follow verbal and written instructions.
6. Personal and professional initiative, enthusiasm, and dedication to excellence in wide ranging services to the center’s clients and their customers.
7. Must work harmoniously in a team setting exhibiting the “Aloha Spirit” to fellow workers, guests, clients and the community so as to provide exceptional customer service while demonstrating behaviors that reflect the Hawai‘i Convention Center’s vision, mission statement and values.

WORKING HOURS AND CONDITIONS:

1. Position requires availability to work flexible hours, holidays and/or weekends, as schedule requires.
2. Must be physically able to access all work areas and perform all tasks and services required to fully perform the requirements of the job.

MENTAL AND PHYSICAL DEMANDS:

1. Duties require dealing tactfully and courteously with clients, vendors, manager, employees and others in a variety of situations.
2. Interaction with clients, vendors and staff; ability to speak clearly and listen and give instructions and explanations; ability to receive and give instruction via telephone, radio, and face-to-face and in writing.
3. Attention to detail, written and verbal comprehension; logical reasoning, ability to anticipate needs of the company and clients.
4. Must be physically able to access all work areas and perform all tasks and services required to fully perform the requirements of the job.
5. Must be able to lift and carry 25 lbs. on as-needed basis.
6. Job duties necessitate sitting, climbing stairs, grasping, standing, stretching, bending and walking and repetitive motions.

**HAWAI‘I CONVENTION CENTER
CONTRACT LABOR JOB DESCRIPTION
ELEVATOR OPERATOR
SECURITY DEPARTMENT**

SUMMARY OF POSITION:

Operates the freight elevators in support of events.

DUTIES AND RESPONSIBILITIES:

Operating the Center’s freight elevators.

1. Security staff (HCC or contracted) must sign out the elevator card and key from Security Base.
2. Check the status of the freight elevator to ensure it is in proper working order by taking the empty cab to any floor.
3. Inform base by a radio check that the elevator is ready to be operated.
4. Once inside the elevator, insert the elevator key into the keyhole. Turn the key to independent. Press the desired floor level button to move the elevator down to your floor.
5. Ensure that the items moved in are within the yellow lines and the gates are able to close. **NO ITEM CAN BE EXTENDED BEYOND THE YELLOW LINES.** If you are unsure of the weight of the load, call Security Base to make that determination.
6. The elevator operator depresses the “door closure” button.
7. The elevator operator must stand on the side of the freight being moved to ensure the gate is properly closed and no item(s) are hindering closure of the gate.
8. Press the button for the floor level requested.
9. Once the elevator stops on the designated level, ensure all persons are clear of the gate. The gate will automatically open.
10. Do not attempt to exit the elevator until the gate is fully open.
11. If the elevator gate does not fully open reclose the gate by pushing the close button and attempt to open it again by using the open button.
12. The contractor and clients will initiate the moving of the equipment out of the elevator.
13. Security staff, (HCC or contracted) will not engage with any equipment movement.
14. Once all equipment is out of the elevator and there is more equipment to be moved, the freight elevator operator will secure the gate and continue to the floor level requested for more pickup. The same steps are repeated.

15. Should the gate not close at all, press the door stop button and the reset button on the panel inside the cab, then press the close button. (This could mean that the elevator gate door has been open for an extended period of time and needs to be reset.)
16. When moving in or moving out is completed, return to Intermediate Level. Use the freight elevator key and turn to normal status.
17. Return the key and the elevator card to Security Base.

QUALIFICATIONS:

1. A minimum of six (6) months relative work history preferred.
2. Be of at least eighteen (18) years of age.
3. Must demonstrate the ability to communicate effectively and properly with staff and HCC guests.
4. High school diploma or GED certificate preferred; or any combination of education and experience which would provide the necessary knowledge, skills and abilities to meet the minimum qualifications to perform the essential functions of this position.
5. Must have the ability to understand and follow verbal and written instructions.
6. Personal and professional initiative, enthusiasm, and dedication to excellence in wide ranging services to the center's clients and their customers.
7. Must work harmoniously in a team setting exhibiting the "Aloha Spirit" to fellow workers, guests, clients and the community so as to provide exceptional customer service while demonstrating behaviors that reflect the Hawai'i Convention Center's vision, mission statement and values.

WORKING HOURS AND CONDITIONS:

1. Position requires availability to work flexible hours, holidays and/or weekends, as schedule requires.
2. Must be physically able to access all work areas and perform all tasks and services required to fully perform the requirements of the job.

MENTAL AND PHYSICAL DEMANDS:

1. Duties require dealing tactfully and courteously with clients, vendors, manager, employees and others in a variety of situations.
2. Interaction with clients, vendors and staff; ability to speak clearly and listen and give instructions and explanations; ability to receive and give instruction via telephone, radio, and face-to-face.
3. Attention to detail, written and verbal comprehension; logical reasoning, ability to anticipate needs of the company and clients.
4. Must be physically able to access all work areas and perform all tasks and services required to fully perform the requirements of the job.
5. Must be able to lift and carry 25 lbs. on as-needed basis.
6. Job duties necessitate sitting, climbing stairs, grasping, standing, stretching, bending and walking and repetitive motions.

**HAWAI‘I CONVENTION CENTER
CONTRACT LABOR JOB DESCRIPTION
CONVENTION SERVICES OFFICER
SECURITY DEPARTMENT**

SUMMARY OF POSITION:

Preserves and maintains an environment of safety and security at Hawai‘i Convention Center.

DUTIES AND RESPONSIBILITIES:

1. Patrol all assigned locations as directed, stationary and mobile. Prepare oral and written reports as directed.
2. Protect HCC and client property from damage, theft and vandalism.
3. Direct and control vehicular and pedestrian traffic within the center parking lot, entrance, and on other areas of property line as required.
4. Respond to emergencies, incidents, accidents and request for service as required. Render first aid assistance in compliance with state law. Investigate all incidents assigned.
5. Courteously investigate persons who look suspicious or out of place.
6. Identify and report all unsafe/unsanitary conditions to supervisor/manager immediately.
7. Operate equipment in security control center.
8. Maintain records, logs, databases, filing systems and other necessary records/forms as directed by their contract company supervisor or HCC Security & Guest Services Management.
9. Monitor all radio transmissions and transmit all required information and assignments.
10. Conduct periodic inspections of fire extinguishers, safety equipment and supplies.
11. Performs other related duties that may be required or assigned by Management.

QUALIFICATIONS:

1. Must possess a valid State of Hawai‘i Security Guard Certification Card.
2. Must maintain a working knowledge of security and transportation as it applies to HCC, life safety systems and emergency procedures, occupational hazards and safety precautions, and be able to operate all required equipment.
3. A minimum of one (1) year security experience preferred.
4. Be of at least eighteen (18) years of age.
5. Must demonstrate the ability to communicate effectively and properly with staff and HCC guests.

6. High school diploma or GED certificate required; or any combination of education and experience which would provide the necessary knowledge, skills and abilities to meet the minimum qualifications to perform the essential functions of this position.
7. Must have the ability to understand and follow verbal and written instructions.
8. Personal and professional initiative, enthusiasm, and dedication to excellence in wide ranging services to the center's clients and their customers.
9. Must work harmoniously in a team setting exhibiting the "Aloha Spirit" to fellow workers, guests, clients and the community so as to provide exceptional customer service while demonstrating behaviors that reflect the Hawai'i Convention Center's vision, mission statement and values.

WORKING HOURS AND CONDITIONS:

1. Position requires availability to work flexible hours, holidays and/or weekends, as schedule requires.
2. Work will be both outdoors and indoors.

MENTAL AND PHYSICAL DEMANDS:

1. Duties require working under deadlines or pressure, keeping accurate reports, dealing tactfully and courteously with clients, vendors, managers, employees and others in a variety of situations.
2. Interaction with clients, vendors, and staff; ability to speak clearly and give instructions and explanations; ability to listen to and understand clients, vendors, and staff; ability to receive and give instruction via telephone/radio, face-to-face, and in writing; ability to write and compose reports manually.
3. Attention to detail, written and verbal comprehension; logical reasoning; ability to anticipate needs of the company and clients.
4. Job duties necessitate sitting, climbing stairs, grasping, writing, standing, stretching, bending, extensive walking at times amounting to approximately 11 miles per day and repetitive motions.
3. Must be able to walk, run or move quickly to respond to emergency situations.
5. Must be able to lift and carry 50 lbs. on an as-needed basis.

**HAWAI‘I CONVENTION CENTER
CONTRACT LABOR JOB DESCRIPTION
CASHIER
SECURITY DEPARTMENT**

SUMMARY OF POSITION:

Provides guest service and oversight of HCC parking garage operation to include cashiering which is responsible for the proper handling and reconciliation of parking cash sales according to the procedures set forth by the HCC Operations, Security and Finance departments, traffic direction, traffic control and other applicable traffic duties.

DUTIES AND RESPONSIBILITIES:

1. Assist incoming event attendees, in garage, lobby, porte-cochere, or other locations, providing an “Aloha welcome” with a smile and offering assistance and information.
2. Performs cashiering functions as a scheduled shift bases on operational needs.
3. Maintains accurate accounting of all cash at assigned locations.
4. Operates cash register in accordance with HCC Operations, Security and Finance departments standards of operation.
5. Organizes and completes paperwork for cashier responsibilities including cash slips and bank envelopes.
6. Maintains accurate cash handling procedures at all times.
7. Ensures proper levels of supplies are maintained.
8. Completes and maintains parking garage maintenance reports.
9. Provides management with condition reports of equipment including Parking Gate Arms. Maintains a log of repair activity of equipment.
10. Ensures lot is set to proper level of parking configuration based on anticipated activity and safety requirements.
11. Conducts daily scheduled lot inspections to maintain cleanliness and safety standards.
12. Other duties as assigned.

QUALIFICATIONS:

1. Must possess a clear background credit reference check.
2. Must have basic working knowledge of cash register and cash handling procedures.
3. Must have sufficient math ability to accurately count and handle money.
4. Must possess strong interpersonal and guest service skills.
5. A minimum of six (6) months relative work history.
6. Be of at least eighteen (18) years of age.

7. Must demonstrate the ability to communicate effectively and properly with staff and HCC guests.
8. High school diploma or GED certificate required; or any combination of education and experience which would provide the necessary knowledge, skills and abilities to meet the minimum qualifications to perform the essential functions of this position.
9. Must have the ability to understand and follow verbal and written instructions.
10. Personal and professional initiative, enthusiasm, and dedication to excellence in wide ranging services to the center's clients and their customers.
11. Must work harmoniously in a team setting exhibiting the "Aloha Spirit" to fellow workers, guests, clients and the community so as to provide exceptional customer service while demonstrating behaviors that reflect the Hawai'i Convention Center's vision, mission statement and values.

WORKING HOURS AND CONTITIONS:

1. Position requires availability to work flexible hours, holidays and/or weekends, as schedule requires.
2. Must be physically able to access all work areas and perform all tasks and services required to fully perform the requirements of the job.

MENTAL AND PHYSICAL DEMANDS:

1. Duties require dealing tactfully and courteously with clients, vendors, manager, employees and others in a variety of situations.
2. Interaction with clients, vendors and staff; ability to speak clearly and listen and give instructions and explanations; ability to receive and give instruction via telephone, radio, and face-to-face and in writing.
3. Attention to detail, written and verbal comprehension; logical reasoning, ability to anticipate needs of the company and clients.
4. Must be physically able to access all work areas and perform all tasks and services required to fully perform the requirements of the job.
5. Must be able to lift and carry 25 lbs. on as-needed basis.
6. Job duties necessitate sitting, climbing stairs, grasping, standing, stretching, bending and walking and repetitive motions.

**HAWAI‘I CONVENTION CENTER
CONTRACT LABOR JOB DESCRIPTION
TRAFFIC CONTROL
SECURITY DEPARTMENT**

SUMMARY OF POSITION

Provide guest service and oversight of HCC parking garage operation to include traffic direction, traffic control and other applicable traffic duties.

DUTIES AND RESPONSIBILITIES:

1. Assist incoming event attendees in garage, lobby, porte-cochere, or other locations, providing an “Aloha welcome” with a smile and offering assistance and information.
2. Ensures proper levels of supplies are maintained.
3. Completes and maintains parking garage maintenance reports.
4. Ensures lot is set to proper level of parking configuration based on anticipated activity and safety requirements.
5. Conducts daily scheduled lot inspections to maintain cleanliness and safety standards.
6. Other duties as assigned.

QUALIFICATIONS:

1. A minimum of six (6) months relative work history preferred.
2. Be of at least eighteen (18) years of age.
3. Must demonstrate the ability to communicate effectively and properly with staff and HCC guests.
4. High school diploma or GED certificate; or any combination of education and experience which would provide the necessary knowledge, skills and abilities to meet the minimum qualifications to perform the essential functions of this position.
5. Must have the ability to understand and follow verbal and written instructions.
6. Personal and professional initiative, enthusiasm, and dedication to excellence in wide ranging services to the center’s clients and their customers.
7. Must work harmoniously in a team setting exhibiting the “Aloha Spirit” to fellow workers, guests, clients and the community so as to provide exceptional customer service while demonstrating behaviors that reflect the Hawai‘i Convention Center’s vision, mission statement and values.

WORKING HOURS AND CONDITIONS:

1. Position requires availability to work flexible hours, holidays and/or weekends, as schedule requires.
2. Must be physically able to access all work areas and perform all tasks and services required to fully perform the requirements of the job.

MENTAL AND PHYSICAL DEMANDS:

1. Duties require dealing tactfully and courteously with clients, vendors, manager, employees and others in a variety of situations.
2. Interaction with clients, vendors and staff; ability to speak clearly and listen and give instructions and explanations; ability to receive and give instruction via telephone, radio, and face-to-face and in writing.
3. Attention to detail, written and verbal comprehension; logical reasoning, ability to anticipate needs of the company and clients.
4. Must be physically able to access all work areas and perform all tasks and services required to fully perform the requirements of the job.
5. Must be able to lift and carry 25 lbs. on as-needed basis.
6. Job duties necessitate sitting, climbing stairs, grasping, standing, stretching, bending and walking and repetitive motions.
7. Must be able to stand for up to four (4) hours.