

## **8200 - EMERGENCY SERVICES STAFF**

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Position reports: Event Services Manager

Date: 08/97

Department: The Lakeland Center

Division: Direct Events

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### **JOB FUNCTION:**

#### Emergency Services I & II:

An employee in this classification is responsible for administering first aid to guests of The Lakeland Center. Work involves administering emergency and basic first aid to guests or employees, maintaining safety standards, utilizing skilled knowledge of emergency policies and procedures, maintaining records of incidents/accidents, monitoring building/guests for safety standards, giving directions, adhering to building policies/procedures and specific event requirements, handling customer questions and complaints. Work is carried out through verbal and/or written instructions and reports directly to the Emergency Services Supervisor, Team Leader and the Event Services Manager.

#### Emergency Services Supervisor:

In addition to the above, an employee in this classification is responsible for supervising and scheduling Emergency Services I and II employees for events and administering first aid to guests of The Lakeland Center. Work is carried out through verbal and/or written instructions and reports directly to the Event Services Manager.

### **ESSENTIAL FUNCTIONS:**

#### Emergency Services I:

1. Responsible for inspection of facility prior to and during event for unsafe building or guest situations.
2. Responsible for administering emergency first aid to guests or employees at The Lakeland Center as required. Must be proficient in the use of all associated emergency equipment.
3. Responsible for ensuring that first aid sign-in sheets, time cards and event paperwork are accurate and complete.
4. Responsible for accurate completion of all medical emergency/accident reports during work shift. Ensuring that they are turned in to appropriate management staff upon completion of shift.
5. Handles problems and complaints in a calm, professional, courteous, and timely manner. Directs others to appropriate supervisors.
6. Provides special direction of information to guests in regard to handicapped seating, procedures for lost and found articles, restore locations and specific event information as instructed.
7. Keeps railings, walls, aisles, stairs and other areas free of congestion.
8. Monitors crowd for adherence to building policy standards, i.e. smoking, cameras, food/beverage policies and specific event requirements.

9. Monitors facility for accidents and unsafe conditions and reports same to the appropriate personnel immediately.
10. Monitors ticketed/non-ticketed events and performs duties as event requirements dictate.
11. Expected to follow the established dress and behavior codes.
12. Expected to attend event staff meetings, supervisory meetings, pre-event meetings and training classes to keep up to date on building policies and procedures as required.
13. Required to perform other duties and job classifications for The Lakeland Center as special and emergency situations or event requirement dictates.

Emergency Services II:

1. In addition to the above, must have proven skills and performance as Emergency Services I.

Emergency Services Supervisor:

1. In addition to the above, must have proven skills and supervisory performance as Emergency Services I and II.
2. Monitors employees' attire for adherence to uniform policy.

**KNOWLEDGE, SKILLS & ABILITIES:**

Emergency Services I:

1. Ability to read and follow verbal and written instructions.
2. Thorough knowledge of emergency medical procedures and the use of all medical equipment and supplies, building policies and event requirements.
3. Knowledge of basic math skills.
4. Ability to interact with fellow employees and the general public in a positive and professional manner.
5. Ability to stand for long periods of time and climb stairs to inspect and handle problems, inspect the facility and handle emergency situations.
6. Ability to lift heavy objects or injured guests as circumstances dictate.
7. Ability to stay alert and observant of surroundings in order to prevent accidents and safety problems.
8. Ability to handle stressful or emergency situations for guests and personal safety.
9. Available to work irregular hours including nights, weekends and holidays.

Emergency Services II:

1. In addition to the above, must have proven skills as Emergency Services I.

Emergency Services Supervisor:

1. In addition to the above, must have proven supervisory skills and work record as Emergency Services I and II.

2. Ability to discipline subordinate staff as required and give directions for improvement.

**QUALIFICATIONS (EDUCATION, TRAINING AND EXPERIENCE):**

All positions require:

1. High school diploma.
2. Completion of certification for EMT or Paramedic licensing.

Emergency Services Supervisor:

1. In addition to the above, must have completion of certification for RN or Paramedic licensing.