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APPROVED
BY THE CITY COUNCIL

JAN 5 1988

OFFICE OF THE
CITY CLERK

DEPARTMENT OF
PERSONNEL

CITY OF SACRAMENTO
CALIFORNIA

801 NINTH STREET
ROOM 210
SACRAMENTO, CA
95814-2693

PERSONNEL MANAGEMENT
SERVICES DIVISION

December 28, 1987

916-449-5726

City Council
Sacramento, California

CITY MANAGER'S OFFICE

RECEIVED

DONNA L. GILES
DIRECTOR OF
PERSONNEL

DEC 28 1987

Honorable Members in Session:

SUBJECT: PROPOSED NEW EXEMPT CLASSIFICATIONS - EVENTS USHER, EVENTS CROWD
CONTROLLER, AND HEAD EVENTS CROWD CONTROLLER

SUMMARY

This report recommends the establishment of three non-career exempt classifications entitled Events Usher, Events Crowd Controller, and Head Events Crowd Controller to be used at the Sacramento Community Convention Center.

BACKGROUND AND ANALYSIS

For several years, the Sacramento Community Convention Center has utilized an outside contractor to provide crowd control services during Community Center events. The contractor provided ushers, door guards, ticket takers, and supervisory crowd control staff for the events. During November, 1987, the City terminated the services of the contractor because some of the terms of the contract were not being met.

The Community Center has determined that crowd control services should be provided by City employees rather than an outside contractor. This will give the Center more control over the staff and will provide more efficient services. The non-career exempt classifications of Events Usher, Events Crowd Controller, and Head Events Crowd Controller have been developed in order for the City to provide crowd control staff needed during Community Center events. The three classifications are exempt and unrepresented because all crowd control positions are limited to on-call assignments which will not exceed 1040 hours per year.

The proposed salary for the classification of Events Usher is \$5.70 per hour; the proposed salary for the classification of Events Crowd Controller is \$6.726 per hour; and the proposed salary for the classification of Head Events Crowd Controller is \$9.291 per hour. These are the same hourly rates which were provided by the outside contractor.

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FINANCIAL DATA

The Sacramento Community Convention Center will submit an additional memo to Council which will detail the financial impact of establishing the classes of Events Usher, Events Crowd Controller, and Head Events Crowd Controller.

RECOMMENDATION

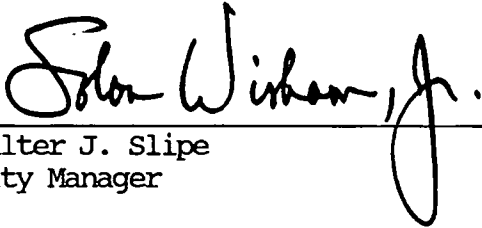
It is recommended that the City Council approve the attached amendment to Resolution 87-013 to effect the establishment of the three classifications described in this report.

Respectfully submitted,



Donna L. Giles
Director of Personnel

RECOMMENDATION APPROVED:



For: Walter J. Slipes
City Manager

DLG/CB/itt

All Districts
1/5/88

RESOLUTION NO. 88-004

ADOPTED BY THE SACRAMENTO CITY COUNCIL ON DATE OF

January 5, 1988

AMENDING RESOLUTION 87-013 RELATING TO SALARY SCHEDULES, EMPLOYER-EMPLOYEE RELATIONS POLICY, AND DESIGNATION OF EXEMPT JOB CLASSIFICATIONS

BE IT RESOLVED BY THE COUNCIL OF THE CITY OF SACRAMENTO THAT RESOLUTION 87-013 IS AMENDED AS FOLLOWS, EFFECTIVE JANUARY 5, 1988:

Section 1.

Exhibit A, Salary Schedules, Schedule 09, Unrepresented Non-Career, salaries, is amended by:

- a. The addition of the classification of Events Usher with a salary of \$5.70 per hour; the addition of the classification of Events Crowd Controller with a salary of \$6.726 per hour; the addition of the classification of Head Events Crowd Controller with a salary of \$9.291 per hour.

Section 2.

Exhibit B, Employer-Employee Relations Policy, is amended by the:

- a. Addition of the classifications of Events Usher, Events Crowd Controller, and Head Events Crowd Controller as Unrepresented Non-Career.

Section 3.

Exhibit C, Designation of Exempt Job Classifications, is amended as follows:

- a. The classifications of Events Usher, Events Crowd Controller, and Head Events Crowd Controller are added.

MAYOR

ATTEST:

CITY CLERK

APPROVED
BY THE CITY COUNCIL

JAN 5 1988

OFFICE OF THE
CITY CLERK

EVENTS USHER
(Exempt)

DEFINITION:

To assist patrons in locating assigned seats during events at the Sacramento Community Convention Center.

DISTINGUISHING CHARACTERISTICS:

Positions are limited to on-call assignments which do not exceed 1040 hours per year.

SUPERVISION RECEIVED AND EXERCISED:

Immediate supervision is provided by a higher level events crowd controller.

EXAMPLES OF DUTIES:

- Greet patrons and direct them to assigned seat locations.
- Keep aisles and exits clear.
- Open and close doors before an event, during intermission, and following an event.
- Receive and act upon requests or complaints from patrons; refer serious problems to supervisory staff.
- Request patrons to dispose of any items which are not permitted into the events area.
- Provide immediate assistance to patrons in the event of accident or injury; refer serious problems to supervisory staff.
- Perform related duties as assigned.

QUALIFICATIONS:

Knowledge of:

- None required.

Ability to:

- Learn the seating arrangement of Community Center facilities.
- Answer questions from patrons regarding Community Center facilities and events.
- Read, write, and speak the English language at a level necessary for efficient job performance.
- Establish and maintain cooperative relationships with those contacted in the course of work.

Experience:

- None required.

EVENTS CROWD CONTROLLER
(Exempt)

DEFINITION:

To provide Sacramento Community Convention Center patrons with efficient and safe entry, seating, and exit from Center facilities.

DISTINGUISHING CHARACTERISTICS:

Positions are limited to on-call assignments which do not exceed 1040 hours per year.

SUPERVISION RECEIVED AND EXERCISED:

General supervision is provided by the Head Events Crowd Controller. Assignments may include the functional supervision of Events Ushers.

EXAMPLES OF DUTIES:

- Perform one or more of the following crowd control functions during a Community Center event: receive admission tickets or passes and direct patrons to general seating area; direct patrons to proper ticket windows and building facilities; guard doorways, event entrances and exits, dressing rooms, locker areas, backstage, and performers' entrances to avoid unauthorized entry or removal of equipment; direct ushers in specific event procedures; observe patrons at the door and request them to dispose of items not permitted into the events area.
- Count tickets collected and separate them into ticket categories.
- Direct patrons to specific lines or event areas in order to avoid congestion.
- Ring performance bell before the show begins and at the end of intermission.
- Receive and act upon requests or complaints from patrons; refer serious problems to supervisor.
- Keep aisles and exits clear.
- Provide immediate assistance to patrons in the event of accident or injury; refer serious problems to supervisor.
- Perform related duties as assigned.

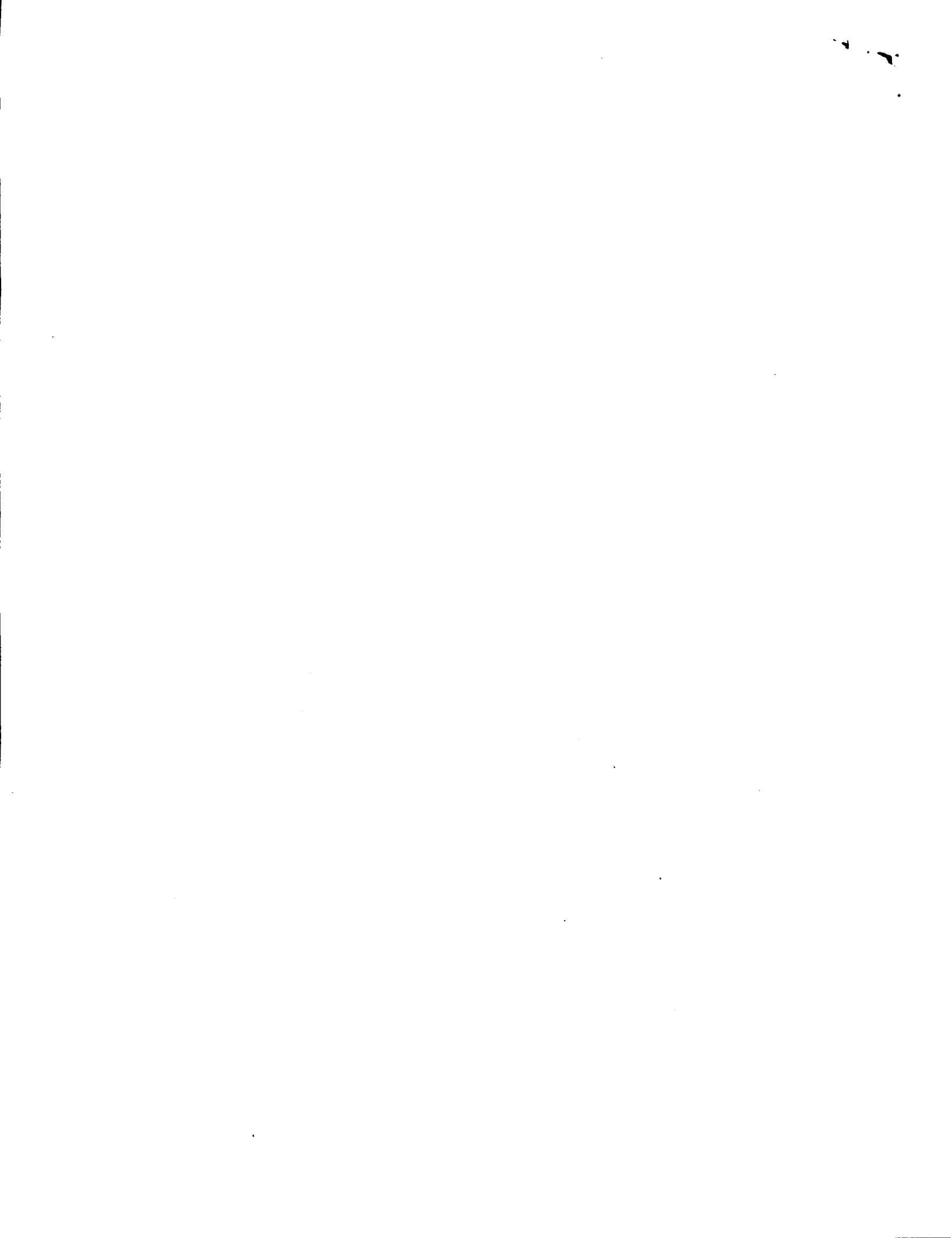
QUALIFICATIONS:

Knowledge of:

- Location of all Community Center facilities.
- Seating arrangement of Community Center facilities.
- Basic building security procedures.
- Principles of leadership.

Ability to:

- Answer questions from patrons regarding Community Center facilities and events.



Ability to: (Continued)

- Read, write, and speak the English language at a level necessary for efficient job performance.
- Assign work to Events Ushers.
- Establish and maintain cooperative relationships with those contacted in the course of work.

Experience:

Three months of part-time experience as an Events Usher with the Sacramento Community Convention Center.

HEAD EVENTS CROWD CONTROLLER

(Exempt)

DEFINITION:

To plan, assign, schedule, supervise, and participate in the work performed by the crowd control staff at the Sacramento Community Convention Center; to provide security for the facility and patrons; and to provide efficient and safe entry, seating, and exit from Center facilities.

DISTINGUISHING CHARACTERISTICS:

Positions are limited to on-call assignments which do not exceed 1040 hours per year.

SUPERVISION RECEIVED AND EXERCISED:

General supervision is provided by higher level Event Services staff. Responsibilities include the direct and indirect supervision of lower level crowd control staff.

EXAMPLES OF DUTIES:

- Plan, assign, schedule, supervise, and participate in crowd control activities in order to provide efficient and safe entry, seating, and exit from Community Center facilities.
- Coordinate the details of each event with management, security, box office, and crowd control personnel.
- Determine the number of ushers, ticket takers, and other crowd control personnel required for each event; schedule personnel.
- Discuss specific event procedures with crowd control staff and make work assignments.
- Check crowd control staff to assure that neatness and uniform clothing standards are maintained.
- Assist crowd control staff with problem situations.
- Check security procedures and the overall condition of the facility before, during, and after an event.
- Receive and act upon requests or complaints from patrons.
- Provide assistance to patrons in the event of accident or injury.
- Train, supervise, and evaluate lower level crowd control staff.
- Verify number of hours worked and duties performed by subordinates.
- Perform related duties as assigned.

QUALIFICATIONS:Knowledge of:

- Location of all Community Center facilities.
- Seating arrangement of Community Center facilities.
- Building security procedures.
- Principles of supervision, training, and evaluation.

Ability to:

- Train and evaluate lower level crowd control staff.
- Determine staff requirements for each event and schedule appropriate staff.
- Answer questions from patrons regarding Community Center facilities and events.
- Perform basic arithmetic computations.
- Read, write, and speak the English language at a level necessary for efficient job performance.
- Establish and maintain cooperative relationships with those contacted in the course of work.

Experience:

Six months of part-time experience as an Events Crowd Controller with the Sacramento Community Convention Center.