



river city events

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## ▪ LINEN PRODUCTION ATTENDANT JOB DESCRIPTION

### TITLE

- Linen Production Attendant

### REPORTS TO

- Warehouse Supervisor, Client Services Staging Coordinator & Director of Operations

### RIVER CITY EVENTS PHILOSOPHY

#### RIVER CITY EVENTS...

##### Personalized Service. Exceptional Products. Competitive Pricing.

Established in 2007, this growing and developing company supplies event products and services of the highest quality at competitive prices, thereby ensuring the success and stability of our operation. Since achieving this objective represents a true measure of how well we do our jobs, both collectively and individually, we will continually challenge every employee to become involved and actively participate in attaining this common goal for the utmost satisfaction for our clients.

River City Events recognizes employees as individuals with different interests, abilities, needs, and values. We will provide a positive environment which respects this individuality and provides meaningful opportunities for personal development and satisfaction.

### POSITION SUMMARY

River City Events Linen Production Attendant will encompass an energetic, positive and motivated work ethic. The role of the Linen Production Attendant will be responsible for efficiency in providing clean, disinfected linens, garments and articles. He/she will also be required to ensure that all linens, garments and articles are washed, dried, ironed, folded, steamed and pressed in a high standard to meet both River City Events and client expectations.

The ability to assist with the receiving and shipping of equipment which heavy lifting may be required. The Linen Production Attendant must be capable of working effectively both unsupervised and within a team environment.

This individual will load/unload shipments of incoming supplies and prepare shipments for the loading facilities ensuring safe work policies and procedures and maintain a clean and organized environment. Other duties such as assisting with the dishwashing/warehouse departments will also be assigned as necessary.

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## CORE COMPETENCIES

### Customer Focus

- Ensures & maintains the utmost of client satisfaction with the product & services offered by the organization.

### Communication

- Clearly conveys information to a variety of audiences using the tools necessary, engaging the audience to ensure the message is understood, creating a positive first impression with confidence and respect.

### Energy and Stress

- Consistently demonstrates high level of drive, infectious to the environment and preserves effectiveness, drive and focus for extended periods, while maintaining composure in highly stressful or adverse situations.

### Team Work

- Promotes cooperation and commitment with the team towards the attainment of common goals. Gets others excited about and committed to furthering the organization's objectives. Enables cooperative and productive group interactions.

### Quality Orientation

- Completes tasks keeping in mind all aspects involved regardless of magnitude, checks tasks and processes while having attention to details.

### Problem Solving

- Resolves difficult and complicated challenges.

### Accountability and Dependability

- Takes personal responsibility for the quality and timeliness of work and achieves results with no oversight, including following guidelines, standards regulations and principles.

### Ethics and Integrity

- Earns the trust and respect of others through consistent honesty and professionalism in all interactions. Diplomatically handles challenging or tense interpersonal situations.

## TEAM MEMBERS WILL REQUIRE

- Strong work ethic with professional and positive team attitude.
- Desire to be an active part of a dynamic, fast-paced environment.
- Packing/staging/shipping and receiving experience a definite asset.
- Ability to interpret documents such as operating and maintenance instructions, and procedure manuals.
- Ability to perform repetitive moderate/heavy lifting.
- Basic mathematical skills.
- Able to work efficiently as a part of a team as well as independently.
- Good organizational, time management and prioritization skills with attention to detail.
- WHIMIS certificate considered an asset.
- Ability to communicate effectively both verbally and in writing.
- Laundry experience considered an asset.

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## JOB DUTIES

- Operate washing machines and dryers to clean and dry linen related products.
- Check unfinished/finished products and other articles to ensure that they are properly laundered/pressed.
- Use hand-held steam iron to touch up finished garments and other articles as needed.
- Assemble and bag finished products and other articles.
- Match invoices/rental contracts with tags on products or other articles.
- Pack orders safely & securely ensuring they are received by the client intact.
- Check contracts containing rental equipment pertaining to linen department prior to being sent out.
- Count in & check all contracts with rental equipment pertaining to linen department are returned intact and in acceptable condition.
- Inspect & pre-treat heavily stained linens prior to washing. Efficiently launder, dry & iron linens.
- Fold/press & store linens along with other related rental equipment pertaining to the linen department and store in their proper areas.
- Inspect & ensure product is rental ready prior to placing in their respective areas of storage.
- Maintain/complete equipment damage form for any rental equipment that is damaged in house.
- Alert Warehouse Manager of damaged linen rental equipment to be written off.
- Ensure quality control checks are completed on a regular basis to ensure quality products.
- Keep sanitation solution/laundry chemicals up to company codes at all times.
- Maintain daily cleanliness and maintenance of laundry machines daily as required.
- Keep supervisor promptly and fully informed of all problems or unusual matters of significance and takes prompt corrective action where necessary or suggests alternative courses of action.
- Maintain a favorable working relationship with all other company employees and clients to foster and promote a working environment that maximizes morale, productivity and efficiency.
- Respond to inquiries of clients and staff for the purpose of providing information and/or direction regarding the status of returns, orders, etc.
- Maintain documents, files and records (e.g. tracking equipment transfer forms, etc.) for the purpose of documenting activities, and providing materials and reliable resource information.
- Sort and place materials or items on racks, shelves, or in bins according to predetermined sequence such as size, type, style, color, or product code.
- Weigh and count items for distribution within warehouse to ensure conformance to standards.
- Ensure receiving areas are accessible and safe for team member and customer traffic.
- Prepare orders by pulling stock and/or securing products for shipping, receiving, organizing, storing and issuing of goods including supplies, equipment for the purpose of assuring stock ready for shipments prepared for delivery/pick-up in a timely manner.
- Participates in physical inventories for the purpose of verifying stock and identifying losses.
- Organize/clean laundry/warehouse/floors and work area/equipment for orderliness at all times.
- Perform all duties and responsibilities in a timely and effective manner in accordance with established company policies and Occupational Health & Safety to achieve the overall objectives of the position.
- Other duties as assigned/required.

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## WORK CONDITIONS

- Positively interacts with team members, management and clientele.
- Repetitive work while standing, bending & walking during extensive shifts.
- Must be able to hear well in a loud environment in order to respond to employee or client needs.
- Lifts and carries supplies and equipment up to 25 lbs., throughout entire shift.
- Frequently immerses hands in water working within a noisy, hot and damp environment.
- Care and use within hot water, irons & presses.
- Must be neatly dressed and well groomed in a clean and approved company dress code.
- Overtime as required.

## PROFESSIONAL DRESS CODE

### Personal Appearance/Dress Code:

River City Events takes pride in our personal appearance and expect you to present yourself in a wholesome, professional manner to our clients at all times. As the leading image, appearance speaks for itself therefore it is important to project ourselves in a professional manner consisting of well-maintained pristine appearance:

### Warehouse Dress Code:

- Clean well maintained uniform consisting of company shirt and/or jacket.
- Any other logoed materials are not permitted.
- Dark colored, comfortable well maintained and clean pant (light colored blue jean is not acceptable).
- Well groomed/clean hair is to be tied back with the use of hair restraints (such as elastics & hair nets).
- Clean, comfortable, closed, non-slip, soft soled, black shoe/runner.
- Hard toed shoes are recommended.
- All facial and jewelry (rings/watches/earrings/necklaces) are to be removed for each shift with the exception of a plain wedding band as approved by Management as this may present a Safety and working hazard.
- All facial and visible piercing are to be removed for each shift or as approved by management due to Safety and/or working hazards. Tattoos are to discrete and covered up as necessary.
- Exhibit good personal hygiene, bath daily, wash hair and follow proper hand washing procedures regularly.

## RIVER CITY EVENTS SECRET

**OUR SECRET...** We value responsibility and mutual respect. People who work with River City Events have created an environment that encourages creativity and professional growth. The main objective of our business strategy is to offer a level of client focus that is superior to that offered by our competitors.

Relationships are key to River City Events and with this in mind we concentrate on building strong relationships with our clients and team while we are creating events that are useful, enjoyable, engaging and memorable.

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