

## **EVENT SERVICES TECHNICIAN**

### **DEFINITION**

Under general supervision, operates and oversees the use of equipment, materials, and facilities used for on and off campus events; recruits, schedules, coordinates, and oversees, crews assigned to campus events; acts as liaison with other campus departments to ensure security and operations are in place for events.

### **DISTINGUISHING CHARACTERISTICS**

This is the journey-level in the Event Services Technician class series that has responsibility for assisting in the facilitation of campus events. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Successful performance of the work requires thorough knowledge of the policies, procedures, and processes of the assigned program. This class is distinguished from the Lead Event Services Technician by the latter's responsibility for scheduling facilities usage by District departments and external organizations, negotiating contracts within Board approved guidelines, and approving setups and arrangements for the event execution.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Director, Technical Services. Provides technical and function direction and training to technical staff, student workers, and volunteers.

### **EXAMPLES OF DUTIES**

1. Monitors facilities use; opens, closes, and secures buildings; ensures proper lighting and climate control; oversees and assists in setting up and taking down tables, chairs, and equipment for events; restores facilities to original condition.
2. Assists coordinating events with other departments such as public safety and facilities management; arranges for special needs; responds to requests, complaints, and inquiries from event planners, students, faculty, staff, service agencies, and others involved in execution of the event.
3. Ensures the safety of the public and staff at all times by monitoring and instructing on the safe use of program facilities, equipment, and supplies; maintains a safe, clean, and tidy environment; provides crowd control and building evacuation as needed.
4. Inventories, determines need, and requests purchases for supplies and equipment.
5. Assists with developing standard procedures for event setups and operations.
6. Maintains, tests, troubleshoots and repairs equipment; performs routine preventative maintenance and minor mechanical repairs to equipment and supplies; refers issues and arranges for equipment repairs with service technicians and/or vendors.
7. Prepares and maintains records, logs, and files related to assigned activities.
8. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
9. Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Applicable safety precautions, work practices, and procedures related to the assigned facilities and equipment.
2. Basic principles of risk management related to the functions of the assigned area.
3. Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
4. AV setup and troubleshooting principles for conferences.
5. Sound reinforcement principles and techniques for small to medium size indoor and outdoor events.
6. Power distribution principles and techniques for small to medium size indoor and outdoor events.
7. Record keeping principles and procedures.
8. Principles, practices, and techniques of effectively dealing with the public and basic public relations.
9. English usage, spelling, vocabulary, grammar, and punctuation.
10. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, various socio-economic, and ethnic groups.

### **Skills & Abilities to:**

1. Work independently while supervising facilities and users.
2. Learn, understand, and apply facility use policies and procedures.
3. Provide courteous assistance to facility patrons.
4. Train others in work procedures.
5. Inspect the work of others and maintain established quality control standards.
6. Lift and move tables and chairs, and other event resources and arrange facilities for special events and/or meetings.
7. Identify and take appropriate action when unusual operating problems occur.
8. Maintain facilities and equipment in a clean, safe, and secure manner.
9. Establish and maintain a variety of filing, record keeping, and tracking systems.
10. Organize own work, set priorities, and meet critical time deadlines.
11. Setup small scale outdoor event lighting.
12. Operate modern office equipment including computer equipment and specialized software applications programs.
13. Use English effectively to communicate in person, over the telephone, and in writing.
14. Understand scope of authority in making independent decisions.
15. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
16. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

### **Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade and two (2) years of experience in the events management industry.

**Licenses and Certifications:**

The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.

**PHYSICAL DEMANDS**

Must possess mobility to work in an office setting, as well as, outdoors and use standard office and event-related equipment, including a computer; to operate a motor vehicle to visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard and to operate standard office equipment. Standing in and walking between work areas is frequently required. Incumbents in this classification frequently bend, stoop, kneel, climb, reach, push, and pull carts to haul equipment. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 150 pounds with the use of proper equipment.

**ENVIRONMENTAL ELEMENTS**

Incumbents work in an office environment and in the field and are occasionally exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, chemicals, mechanical and/or electrical hazards, hazardous physical substances and fumes. Incumbents may interact with upset staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies and procedures.