

## **LEAD EVENT SERVICES TECHNICIAN**

### **DEFINITION**

Under general supervision, performs work in booking, planning, and coordinating events at campus facilities; promotes and develops the use of campus facilities; coordinates the use of facilities, equipment, and materials used for campus events; determines needs for and arranges staffing for events; assists in scheduling, coordinating, and supervising technicians assigned to campus events; sets priorities and directs the work of assigned staff on a project basis; acts as liaison with other campus departments to ensure security and operations are in place for the event.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Director, Technical Services. Exercises technical and functional supervision over and provide training to lower-level, temporary, or seasonal staff and volunteers.

### **DISTINGUISHING CHARACTERISTICS**

This is the advanced journey-level in the Event Services Technician class series that has 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. Employees at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative. This class is distinguished from the Event Technician in that it provides lead direction and oversight to significant numbers of temporary, regular part-time, seasonal staff, and/or volunteers.

### **EXAMPLES OF DUTIES**

- Functions as the point of contact for departments, individuals, and external organizations through initial meetings to event wrap-up; assesses and determines appropriate facility, special equipment, staff needed, set-up needs, cost, and other contractual obligations.
- Directs, coordinates, and schedules event support in other departments such as public safety, security, custodial, and grounds crews; arranges for special needs; distributes specific details and schedules to the event support groups.
- Responds to requests, complaints, and inquiries from event planners, students, faculty, staff, service agencies, and others involved in execution of the event.
- Obtains pertinent information from vendors, rental companies, volunteer organizations on specific needs related to the event.
- Plans and assigns events to Event Services staff and crew; generates schedules and specific details for each.
- Directs the work of a large number of temporary staff, and contractors, including involvement in selection and training, monitoring and determining workloads and schedules; reviews and approve time charged to the event.
- Prepares site maps, detailed outlines, drawings, and instructions for events.
- 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.
- Performs a walk-through of facilities after the event and communicates with users about any issues such as damage, safety, and/or security.
- Summarizes information relative to the event, including cost, hours, dates; reconciles estimated to actual cost and submits for invoicing; evaluates the events and summarizes findings for future event planning.
- Inventories, determines need, and requests purchases for supplies and equipment.

- 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.
- Prepares and maintains records, logs and files related to assigned activities.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Basic principles and practices of providing technical and functional direction and training to assigned staff.
- Applicable safety precautions, work practices and procedures related to the assigned facilities.
- General principles of risk management related to the functions of the assigned area.
- Laws and regulations related to public assembly, including security issues, health and fire codes, and transportation coordination.
- Principles and practices of data collection and report preparation.
- Basic contract administration principles and practices.
- Business letter writing and the standard format for reports and correspondence.
- Business arithmetic and statistical techniques.
- Record keeping principles and procedures.
- Basic budgetary and program evaluation practices.
- Modern office practices, methods, and computer equipment and applications, including word processing and spreadsheet applications.
- Record keeping principles and procedures.
- Principles, practices, and techniques of effectively dealing with the public and basic public relations.
- English usage, spelling, vocabulary, grammar, and punctuation.
- 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.

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

- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Interpret and apply administrative and departmental policies and procedures such as those related to facility use and security.
- Plan, schedule, assign, and oversee activities of staff.
- Train others in work procedures.
- Inspect the work of others and maintain established quality control standards.
- Identify and take appropriate action when unusual operating problems occur.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand scope of authority in making independent decisions.

- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**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 supplemented by college-level coursework at a regionally accredited college and three (3) years progressively responsible experience in the events management industry. An Associate's degree from a regionally accredited college is highly desirable.

**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 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. Positions in this classification frequently bend, stoop, kneel, climb, reach, push, and pull carts to haul equipment. Employees 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**

Employees 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. Employees may interact with upset staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies and procedures.