

EVENT SERVICES TECHNICIAN I

DEFINITION

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

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the assigned managerial personnel. Provides technical and function direction and training to technical staff, temporary employees, and volunteers.

DISTINGUISHING CHARACTERISTICS

This is an entry level in the Event Services Technician class series that has responsibility for assisting in the facilitation of 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 Event Services Technician II by the latter's responsibility for providing specific work direction during events.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

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; assists with the setup and operation of sound and lighting equipment, public address systems, and projection equipment; restores facilities to original condition; responds to requests, complaints, and inquiries from event planners, students, faculty, staff, service agencies, and others involved in execution of the event.
2. 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.
3. Assists with monitoring inventories, determining needs, and requesting purchases for supplies and equipment.
4. Assists with developing and documenting standard procedures for event; prepares and maintains records, logs, and files related to assigned activities.
5. Maintains, tests, troubleshoots and repairs equipment; performs routine preventative maintenance and minor repairs to equipment and supplies; refers issues and arranges for equipment repairs with service technicians and/or vendors.
6. May provide training and assistance on the operation of event equipment.
7. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.

8. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
9. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
10. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
11. Prepares and delivers oral presentations related to assigned areas as required.
12. Performs other related or preceding classification duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Applicable safety precautions, work practices, and procedures related to the assigned facilities and equipment.
3. Basic principles of risk management related to the functions of the assigned area.
4. Modern office practices, methods, and computer equipment and applications related to the work.
5. Basic setup, operations, and troubleshooting of lighting, audio/visual equipment, and related components.
6. Sound reinforcement principles and techniques for events.
7. Power distribution principles and techniques for events.
8. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
9. Techniques for providing a high level of customer service by effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, various socio-economic, and ethnic groups.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Apply, explain, and ensure compliance with federal, state, local, and College policies, procedures, laws, and regulations.
5. Identify and take appropriate action when unusual operating problems occur.
6. Maintain facilities and equipment in a clean, safe, and secure manner.
7. Establish and maintain a variety of filing, record keeping, and tracking systems.
8. Communicate effectively through various modalities.

9. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understand scope of authority in making independent decisions.
10. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
11. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to the completion of the twelfth (12th) grade; and
2. Experience in the operation or coordination of events or live entertainment.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

1. Possession of, or ability to obtain and maintain, a valid California Driver's License by time of appointment.
2. Possession of, or ability to obtain and maintain:
 - OSHA Forklift Operator certification
 - OSHA Scissor Lift Operator certification
 - OSHA Aerial Lift Operator certification

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 College 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 50 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.

Amended: 11/2022; 7/2023