

EVENT SERVICES TECHNICIAN II

DEFINITION

Under general supervision, operates and oversees the use of equipment, materials, and facilities used for events; trains, schedules, coordinates and recruits, and oversees, crews assigned to events; coordinates preventative maintenance and repair of equipment and facilities; coordinates assigned activities with other departments, divisions, clients, and community groups; 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 the journey-level in the Event Services Technician class series that has responsibility for the facilitation of events. Incumbents at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility, working with independent judgment, tact, and initiative. Successful performance of the work requires thorough knowledge of the policies, procedures, and processes of the assigned event and/or project. This class is distinguished from the Coordinator, Events by the latter's responsibility for scheduling facilities usage and negotiating contracts within Board approved guidelines, and approving setups and arrangements for event execution.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Leads, coordinates, and participates in the day-to-day operations of college facilities and event venues; trains, schedules, and oversees work of assigned event staff providing support functions for events.
2. Participates in planning meetings, creating and preparing site maps, detailed outlines, drawings, designs, and instructions for events; participates in the entire event and production life cycle.
3. Sets up and operates sound and lighting equipment, public address systems, projection equipment, and other associated equipment requested for events and performances.
4. Ensures College facilities, event venues, and surrounding areas are free of health and safety hazards.
5. May serve as point of contact for customers and vendors on day of event.
6. Receives, stores, issues, and maintains various tools, lighting, sound and event equipment, materials and supplies; maintains inventory and control records.
7. Develops and documents standard procedures for events; prepares and maintains records, logs, and files related to assigned activities.

8. Recommends and implements modifications and improvements to event processes and methods.
9. Organizes and monitors event equipment, supplies and storage facilities; determines needs, requests and/or purchases supplies and equipment.
10. Coordinates and may perform minor maintenance and repairs of event related venues and equipment.
11. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
12. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
13. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
14. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
15. Prepares and delivers oral presentations related to assigned areas as required.
16. 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. Laws and regulations related to public assembly, including security issues, health and fire codes, and transportation coordination.
4. Event support operations and equipment for indoor and outdoor events, conferences and performances.
5. Principles of risk management related to the functions of the assigned area.
6. Modern office practices, methods, and computer equipment and applications related to the work.
7. Setup/tear down, operations, and troubleshooting of equipment and materials.
8. Sound reinforcement principles and techniques for indoor and outdoor events.
9. Electrical power distribution principles and techniques for indoor and outdoor events.
10. Audio/Visual setup and troubleshooting.
11. Basic understanding of signal flow for event equipment.
12. Basic network setup, configuration and troubleshooting related to event operations.
13. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
14. 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. Learn, understand, and apply facility use policies and procedures.
5. Inspect the work of others and maintain established quality control standards.
6. Plan, schedule, assign, and oversee activities of assigned personnel.
7. Establish and maintain a variety of filing, record keeping, and tracking systems.
8. Understand and carry out complex oral and written directions.
9. Work independently to set up and troubleshoot event equipment and systems.
10. Provide training to other staff on operation of assigned equipment and systems.
11. Communicate effectively through various modalities.
12. 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.
13. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
14. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to an Associate's degree from a regionally accredited college; and
 - a. Additional full-time equivalent years of experience can be substituted for the required education on a year for year basis up to two (2) years.
2. Three (3) full time equivalent years progressively responsible experience in the events industry.

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: 7/2023