

CITY OF HELENA



Position Title: Event Services Technician

Department: Community Facilities

Division: Civic Center

FLSA: Non-Exempt

The City of Helena is an equal opportunity employer. The City shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

Job Purpose:

The purpose of this fast-paced and public-facing position is to perform a full range of event related responsibilities to include box office, concessions, room changeovers, janitorial, light maintenance, administrative support and sound and light related activities. These activities support the planning and execution of a diverse schedule of events at the Helena Civic Center while enhancing the customer experience and ensuring safe and successful events.

Essential Duties: *These job functions are the essential duties of the position and are not all-inclusive of all the duties the incumbent may be assigned.*

Event Responsibilities

This position sets-up and tears-down tables, chairs, staging and other equipment per client specifications. The Event Services Technician helps ensure the safety, comfort, and satisfaction of clients and guests by monitoring event activities, ensuring fire and safety codes are met, preventing damage to building and operation of building's air handling system. They work with the event producer to coordinate needs and to resolve problems in the facility during events. The incumbents are also responsible for locking up and securing the building each evening and after events.

Support of Technical Director and Front of House Management

The Event Services Technician will assist with stocking, cleaning, and organizing concession stands, providing occasional oversight to temporary staff, handling cash, selling tickets, and support the production team's operation of theatrical sound and light systems.

Light Building Maintenance and Routine Janitorial

The position will regularly sweep, mop, operate floor care equipment; clean and stock restrooms, dressing rooms, and storage areas; maintain the grounds by removing litter and trash, shoveling snow, and applying ice melt.

Essential Knowledge, Skills and Abilities Related to this Position:

Knowledge of:

- Customer Service best practices
- Event planning and execution
- Computers and basic business software (Excel, Word, Email, etc.)
- Methods, equipment, and materials used in custodial work and routine building maintenance

Skill or ability to:

- Provide exceptional Customer Service
- Work safely and efficiently
- Operate computers and use common business software and applications
- Understand and follow oral and written directions
- Work independently in the absence of supervision

- Communicate clearly and concisely, both orally and in writing
- Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work

Physical Demands:

Ability to sit, stand, walk, kneel, crouch, stoop, squat, crawl, twist, climb, and lift 40 lbs.; exposure to cold, heat, noise, outdoors, chemicals, dust, mechanical hazards, and electrical hazards; availability for varied shifts to include nights, weekends, and holidays.

Minimum Qualifications (Education, Experience and Training):

This position requires a minimum of a high school diploma or equivalent and 2 years of experience in customer service, with 1 year of experience in the hospitality industry. Other relevant qualifications will be considered in lieu of the above such as successful operation of theatrical/concert sound and light systems or janitorial experience.

License or Certificate:

Must possess a valid driver's license with acceptable driving record at the time of hire and have the ability to obtain a valid MT driver's license within six months of hire.

Supervision Received:

Direct supervision and guidance of the Civic Center Manager

Supervision Exercised:

May provide direction and oversight to temporary turnaround staff and part time employees

<p>The specific statements shown in each section of this position description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.</p>
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