

COLLEGE OF CENTRAL FLORIDA

JOB DESCRIPTION

JOB TITLE: AUDITORIUM ASSISTANT
(PART-TIME. NOT TO EXCEED 25 HOURS PER WEEK.)

PAY GRADE: C-3

OVERTIME STATUS: NON-EXEMPT

MAJOR RESPONSIBILITY:

Provide critical support to the events management function within the Visual and Performing Arts Department. Key duties include ensuring seamless delivery of service to users of the Fine Arts Auditorium, from the initial booking to the close of an event.

At the College of Central Florida, our vision is to be "Your first choice for quality higher education." We aim to accomplish this by providing a caring and exceptional learning environment that fosters the success of our students and community. Candidates considering becoming part of the CF family must be able to embrace and model this philosophy in their day-to-day responsibilities and demonstrate our standards: professional, responsive, informative, dependable, and engaged.

PREREQUISITES FOR POSITION (Qualification Standards):

1. Education or training: High school diploma or GED required. Associate degree or other industry certification in the music, theater, or event management field preferred.
2. Years of experience in the field: Some knowledge or working experience in the areas of theater, music, or event management is strongly preferred.
3. Special skills or abilities related to the position: Ability to plan, organize and take initiative. Excellent customer service skills; verbal and written communication; Skilled in sound and theatrical lighting production, and special events service areas with knowledge of working in an educational setting and with large organizations including corporate accounts; Demonstrated understanding of OSHA, and NFPA Section 10.

ESSENTIAL JOB FUNCTIONS:

1. Work closely with the Auditorium Manager to assist with events held mostly in the Fine Arts Auditorium or other Visual and Performing Art sites.
2. Act as primary CF staff member on-site for select events.
3. Answer phone queries, assist walk-in customers, and conduct tours of the facilities.

ESSENTIAL JOB FUNCTIONS (Continued):

4. Perform administrative functions to effectively deliver high-quality service. Use a computer to access, input, and retrieve information and prepare correspondence.
5. Maintain complete customer files.
6. Assist in the maintenance of the Fine Arts Auditorium scheduling calendar.
7. Assist customers with the application process. (Complete forms; review required insurance, license. Confirm set-up and technical requirements).
8. Schedule event staff.
9. Provide light or sound support for events as needed.
10. Provide front-of-house duties for auditorium events as needed.
11. Arrange for Plant Operations support, computer services support, and other College equipment as needed.
12. Oversee and ensure the maintenance of consistently high standards in the quality of facilities and services.
13. Work with students, faculty, staff, guest artists, and other rental clients to insure successful event completion.
14. Manage customer accounts (prepare bills; track billing and deposits).
15. Prepare periodic facility use and customer survey reports.
16. Maintain post-event follow-up with customers as needed.
17. Work a flexible schedule that will include nights and weekends as needed.
18. Perform other duties as assigned.

(These essential job functions are not to be construed as a complete statement of all duties performed.)

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without a hearing aid).
- Ability to clearly communicate both orally and in writing on a telephone and on a computer for extended periods of time.
- Routinely requires sitting at a desk and viewing a display screen for extended periods of time.
- Ability to access, input, and retrieve information from a computer or other electronic device.
- Routinely requires moderate (up to 40 pounds) lifting and carrying.
- Routinely requires walking, standing, sitting, kneeling, stooping, reaching up, twisting, and bending.

ENVIRONMENTAL CONDITIONS:

- Works in an office environment
- Works in a backstage environment including elevations and confined spaces
- Works outside and inside

ENVIRONMENTAL CONDITIONS (Continued):

- Works inside with noise, darkness, electrical energy, uneven surfaces, in or with moving objects, ladders, scaffolding, heights, and poor lighting.
- Ability to climb ladders and move moderately heavy equipment.

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

PRIMARY LOCATION OF JOB: Ocala Campus, Bldg. 4

SUPERVISOR OF POSITION: Fine Arts Center Manager, Visual and Performing Arts