

COLLEGE OF CENTRAL FLORIDA

JOB DESCRIPTION

JOB TITLE: AUDITORIUM ASSISTANT

PAY GRADE C-5

OVERTIME STATUS: NON EXEMPT

MAJOR RESPONSIBILITY:

Provide critical support to the events management function within the Visual and Performing Arts Department. Key duties revolve around ensuring a 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 the first choice for quality higher education in our community." 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 equivalent required. Associate degree or other industry certification in the music, theater or event management field preferred.
2. Years of experience in field: Two or more years experience in theater, music or event management field required.
3. Special skills or abilities related to 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 Auditorium Manager to assist with events held mostly in the Fine Arts Auditorium or other VP&A 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
4. Perform administrative functions to effectively deliver high quality service (use a computer to access, input, and retrieve information; prepare correspondence)
5. Maintain complete customer files
6. Assist in the maintenance of the Fine Arts Auditorium scheduling calendar

ESSENTIAL JOB FUNCTIONS (Continued):

7. Assist customers with the application process (complete forms; review required insurance, license etc., 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. Perform other duties as assigned

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related marginal duties as required.)

ESSENTIAL PHYSICAL SKILLS

- Acceptable eyesight (with or without correction)
- Acceptable hearing (with or without hearing aid)
- Ability to communicate both orally and in writing
- Ability to access, input, and retrieve information from a computer or other electronic device
- Heavy (45 pounds and over) lifting and carrying.
- Light (up to 15 pounds) lifting.
- Walking
- Standing
- Sitting
- Reaching
- Climbing
- Kneeling
- Bending
- Stooping
- Distinguish between colors
- Ability to climb ladders and move moderately heavy equipment. Must have no physical restrictions.

ENVIRONMENTAL CONDITIONS

- Works in an office environment
- Works in a backstage environment including elevations and confined spaces
- Works outside and inside
- Flexible schedule that will include nights and weekends as needed.

- 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: Building 4 - Ocala Campus

SUPERVISOR OF POSITION: Auditorium Manager