

Luther Burbank Center for the Arts Job Description

Job Title: Event Aide
Department: Events Department
Reports To: Events Supervisor and Crew Chief (on-duty)
FLSA Status: Non-Exempt, part-time
Revised date: 3-3-21

Summary

The Luther Burbank Center for the Arts is committed to enriching, educating, and entertaining the people of California's North Bay region and beyond. The Event Aide is the core of the organization and typically first point of contact for a majority of patron experiences with the Center as it relates to the Mission and vision of this community-based, non-profit performing arts center.

This is an entry level position that performs tasks related to events and performances held at the Center. These tasks include event set-up and dismantling, parking, janitorial, patron service and crowd control duties as assigned by the Events Supervisor and/or Crew Chief on duty. This position requires some heavy labor (lifting, carrying, moving heavy equipment, etc.)

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Event Setup and Breakdown

Responsible for physical setup of an event space for clients and patrons of the Center. Transport, setup and dismantle various types of equipment including tables, chairs, linen, pipe and drape, stanchions, barricades, and moderate audio/video based on the unique needs of the clients and performers of the Center.

Maintenance and Property Care

Assists in property maintenance and beautification through a variety of activities, including but not limited to debris removal, pressure washing, touch up painting, weeding, and carpet/floor care. Perform minor emergency maintenance and repairs during events, such as removal of safety hazards and replacement of light bulbs.

Janitorial Duties

Maintains restrooms & facilities before, during and after events. Performs tasks which include trash removal, toilet/sink cleaning, mopping, vacuuming, sweeping and replenishing supplies/product.

Security

Checks for and reports unauthorized use of facilities or other unusual and improper conditions.

Safety Procedures

Responsible for trafficking during events and performances, maintains safe environment for employees and patrons. Sets up traffic barricades and erects, relocates and removes signs. Acts quickly during medical incidents by communicating clearly and concisely with radio equipment. Prioritizes safety, given variables, under stressful environments.

Patron Services

Answers basic questions and works to resolve patron issues in accordance with policy guidelines. Remains well informed of specific organization information in order to provide answers to a multitude of customer questions and inquiries.

Performs other duties as assigned, these may include but are not limited to assisting in Ticket Seller/Ticket taker (Patron Services Department), Front Desk Teller (administrative department), Concessions Bar Back (Volunteer & Front of House Department) and Maintenance assistant (Maintenance Department)

Supervisory Responsibilities

This job has no direct supervisory responsibilities.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions.

Required

- 18 or over; students age 14 or over with work permit.
- Valid email address.
- Ability to take direction and respond in English.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals.
- Ability to work well with others in a team environment.
- Ability to meet the physical demands of the job with or without accommodation.
- Ability to apply common sense understanding to carry out detailed instructions that pertain to a multi-use venue and facility.

Desired

- Public assembly and fire/building codes knowledge.
- Facility/patron risk assessment ability.
- Bilingual (English/Spanish)
- Strong verbal communication skills.
- Ability to manage multiple tasks.
- Ability to innovate as needed with current processes to make events department more efficient.
- Maintain a calm and courteous professional demeanor under pressure.
- Ability to work weekends and/or evenings and overtime as needed.
- Experience in crowd control, security, hospitality, food service, and other aspects of public assembly.
- Volunteer relations skills.
- First Aid/ CPR Certified by Red Cross of California and kept current.
- Interest in the arts.

Physical Demands

While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The noise level in the work environment is usually moderate but may be loud on show nights or when there are large groups of people.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function of the job. Luther Burbank Center for the Arts is committed to creating a diverse work environment and is proud to be an Equal Opportunity Employer.

To Apply: Send your resume and a cover letter indicating your qualifications to CWILKES@LUTHERBURBANKCENTER.ORG. You will be contacted if your skills match the job requirements. No Phone calls, please.