

## POSITION DESCRIPTION

<b>Position Title:</b>	Duty Technician (Sound)	<b>Directorate:</b>	Community & Customer Services
<b>Position Number:</b>	100710	<b>Department:</b>	Community
<b>Employment Status:</b>	Casual	<b>Section:</b>	Arts & Culture
<b>Employment Type:</b>	Casual	<b>Location:</b>	Moonah Arts Centre
<b>Classification:</b>	Schedule A, Salary Point 7		
<b>Reports to:</b>	Coordinator Arts & Culture		

### PRIMARY PURPOSE:

This role is responsible for delivery of technical advice and assistance, following risk management procedures for the Moonah Arts Centre (MAC) and its hirers in the delivery of its program of activities and events in the absence of the Operations Officer. A key focus for this role is that of a sound technician.

### ORGANISATIONAL REPORTING RELATIONSHIPS:

#### 1. Internal:

- The **Duty Technician (Sound)** reports to the **Operations Officer** and the **Coordinator Arts & Culture** for all operational and management matters.
- The role is a contributor to the Arts & Culture Team and will liaise with employees of Council.

#### 2. External:

- The role will liaise with external stakeholders such as members of the general public, ratepayers, residents, visitors, artists, performers, musicians, technicians, arts and performance companies, festivals, cultural producers, community groups and organisations, special advisory committees, schools, colleges and contractors to the City of Glenorchy.

### KEY RESPONSIBILITIES:

RESPONSIBILITIES/TASKS	DUTIES
Sound & Light Operations	<p><b>The delivery of technical advice and assistance, and risk management for the MAC and its hirers in the delivery of its program of activities and events, by:</b></p> <ul style="list-style-type: none"> <li>• Operate complex audio and simple lighting for events.</li> <li>• As directed, prepare the MAC for public events and activities as primarily the sound and light operator at the centre</li> <li>• Provide quality customer service to maximise customer satisfaction to visitors and hirers</li> <li>• Maintain presentational standards of all public areas and spaces, considering professional and current techniques</li> <li>• Be the responsible officer and building warden for events as required</li> <li>• Provide technical assistance and advice to both Arts &amp; Culture team and centre clients on the storage, set up, operation and further development of all audio systems and equipment for the successful presentation of visual, performance and digital arts projects, events, exhibitions and workshops</li> <li>• Perform maintenance on the technical equipment and resources of the MAC</li> </ul>

	<ul style="list-style-type: none"> <li>• Assist staff to maintain accurate documentation, including 'how to' sheets, for both staff and clients in the safe and successful operation of audio visual and other technical equipment</li> <li>• Work in collaboration with the Arts &amp; Culture team on the delivery of MAC activities as required</li> <li>• Work as part of the Arts &amp; Culture team to ensure the smooth operation of the day-to-day operations of the MAC</li> </ul>
<b>Work Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Meet all statutory, legislative, legal, risk management and policy requirements associated with the delivery of the activities and projects of the MAC and its programs</li> <li>• Identify, analyse and control the risks associated with the operational requirements of the position</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Provide guidance and support to other Council staff and community groups and organisations in the delivery of activities and events at the MAC</li> <li>• Identify and respond to the needs of customers at the MAC and within the activities of this program</li> <li>• Promote the positive image of Council as a whole</li> <li>• Ensure that a high standard of customer service is maintained to both internal and external customers</li> <li>• Engage, listen to and act where appropriate on feedback from our customers</li> <li>• Implement, evaluate and continuously improve quality systems and processes for the section</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Evaluate and report on completed events and activities</li> <li>• Assist in the achievement of agreed outcomes consistent with department business plans and budgets particularly relating to the Arts &amp; Culture programs</li> <li>• Perform any other duties as directed</li> </ul>
<b>Organisational Responsibilities</b>	<ul style="list-style-type: none"> <li>• Support and adhere to Council's policies and procedures, code of conduct and relevant acts</li> <li>• The incumbent is required to commit to use Council's electronic content management (ECM) system to retain records and documents relating to Council business as part of their employment</li> </ul>

This role may require reasonable after-hours activities and overtime when required by business needs.

Employees may be required to undertake additional duties within the limits of their skill, competence and training, consistent with their classification level, in any area of Council, as directed.

**SPECIALIST DELEGATIONS:**

- Nil

**KEY SELECTION CRITERIA:**

1. Holds a Certificate III in Live Production or equivalent, as well as possessing a current first aid certification, working at heights, white card, and Working with Vulnerable Person's check
2. Will have 3 to 4 years practical experience working in sound within either an art based or performance venue
3. Proven experience and knowledge of sound systems, and operating for events
4. Experience and knowledge of venue and event risk management
5. Demonstrated ability to work as part of a team and autonomously on specific projects
6. Highly organised, with excellent communication, organisational and project management skills to be able to meet deadlines under conflicting pressures while being committed to meeting customer expectations

**AUTHORISATION:**

I hereby agree that this position description accurately reflects the work requirements.

<b>Manager Name:</b>			
<b>Manager Signature:</b>		<b>Date:</b>	
<b>Director Name:</b>			
<b>Director Signature:</b>		<b>Date:</b>	

I have read and agree to abide by the requirements of this position description.

<b>Employee Name:</b>			
<b>Employee Signature:</b>		<b>Date:</b>	