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| **INSTRUCTIONAL ASSOCIATE/MUSIC VENUE COORDINATOR** | | | |
| **Reports to:** | Department Chair |  |  |
| **Dept:** | Music | **Range:** | 25 |
| **FLSA:** | Nonexempt/Extended Day | **EEO:** | Technician and Paraprofessional |

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.*

### BASIC FUNCTION:

Under general supervision, serve as house manager for the district concert hall and other music facilities; provide front-of-the-house oversight and coor­dinate other setup requirements for music department events; assist with and perform other department related duties as assigned.

### ESSENTIAL DUTIES & RESPONSIBILITIES:

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

1. Supervise front-of-the-house activities in the concert hall and other music rooms and facili­ties; coordinate lobby needs and setup; provide training and work direction, as needed, to box office staff; make event setup arrangements including audio setup and event security; ensure the concert hall is secured and locked at the end of performances.
2. Maintain and update performance schedules and calendars for the concert hall and other music facilities; schedule the use of facilities for performances and other events; conduct tours and meet with outside groups regarding the use of the concert hall and other spaces; schedule rehearsal and performance dates.
3. Oversee patron care; recruit ushers and provide training to ensure that safety awareness and safe practices are followed; ensure seating arrangements are made for patrons with special needs; train students, hourly staff and volunteers on emergency preparedness; respond to emergencies involving facility and patron issues, including medical emergen­cies; create and update evacuation procedures and, in the event of an emergency, super­vise evacuation of patrons and staff and notify appropriate authorities.
4. Assist the department Chair in managing and monitoring department budget; track and monitor expenditures throughout the year; prepare and route check requests for approval; research and correct discrepancies; keep the department Chair informed and recommend budgetary adjustments and transfers when warranted.
5. Perform a wide variety of other administrative support for the Chair and the department; word process and proofread reports, correspondence, brochures, flyers, posters and other written materials; copy materials for faculty; schedule and coordinate arrangements for various concerts, performances, workshops, tours and other meetings and events; prepare requisitions for required supplies, equipment, service agreements, assist with travel and training as required for the department and for productions; submit and maintain purchase orders for various vendors; set up blanket purchase orders and contracts for service of equipment; make arrangements through the Foundation for retaining performance artists for events.
6. Assist faculty and students in providing support for classroom instructional activities; arrange for room setup and breakdown and to meet other instructional needs.

### OTHER DUTIES:

1. Videotape student master classes; edit student videos and upload to course management system.
2. Submit work order requests and coordinate scheduling and completion of facilities repair and maintenance projects.
3. Perform related duties as assigned.

### KNOWLEDGE AND ABILITIES:

### KNOWLEDGE OF:

1. General operational requirements for a concert hall and studio space, including front-of the-house processes and back-of-the-house setup and arrangements.
2. Principles and practices of customer service and effective customer service etiquette.
3. Uses and operations of computers with standard business and specialized district software applicable to areas of assigned responsibilities.
4. Office practices and procedures, including recordkeeping.
5. District policies, practices and procedures for budgeting, purchasing and materials manage­ment and for processing space rental and other accounting transactions.
6. Interpersonal skills using tact, patience and courtesy.
7. Applicable federal, state and local laws, rules and regulations [including OSHA rules and regulations if applicable].
8. Safety policies and safe work practices applicable to the work.
9. Written and oral communication skills including correct English usage, grammar, spell­ing, punctuation and vocabulary.

### ABILITY TO:

1. Coordinate and manage concert hall and other music facilities for varied purposes, including for classrooms and specialized technical spaces.
2. Perform and coordinate front-of-the-house concert hall operations functions including patron relations, lobby setup, ushering and security.
3. Organize, set priorities and take initiative in areas of responsibility with the need for only limited supervision.
4. Interpret, explain and apply district, departmental and administrative policies, procedures and practices, ensuring consistency and a high degree of accuracy.
5. Represent the district effectively in interactions with outside groups interested in rental and use of concert and music spaces.
6. Evaluate alternatives and reach sound decisions within areas of assigned responsibility.
7. Troubleshoot and resolve problems in high-stress and time-sensitive situations.
8. Provide excellent customer service.
9. Use a high degree of tact, diplomacy and discretion in dealing with sensitive situations.
10. Communicate effectively, both orally and in writing.
11. Understand and follow written and oral instructions.
12. Operate a computer and standard business software.
13. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
14. Establish and maintain effective working relationships with all those encountered in the course of work.

### EDUCATION AND EXPERIENCE:

Graduation from an accredited college with an associate degree and at least three years of progressively responsible experience in technical and administration functions similar to those performed in the position; or an equivalent combination of training and experience. Experience involving operations of a concert hall and other music facilities spaces is highly desirable.

### LICENSES AND OTHER REQUIREMENTS:

A valid California driver’s license and the ability to maintain insurability under the district’s vehicle insurance program.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Student workers.

**CONTACTS:**

Faculty, instructors, students, employees in other departments, vendors, persons and organiza­tions seeking the use of district concert and music spaces, and the public.

**PHYSICAL EFFORT:**

*The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Primarily sedentary with intermittent standing, walking, bending and stooping; periodic lifting and carrying of objects weighing up to 50 pounds; ability to travel to a variety of locations on and off campus as needed to conduct district business.

**EMOTIONAL EFFORT:**

Ability to develop and maintain effective working relationships involving interactions and com­munications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

**WORKING CONDITIONS:**

Primarily office, concert hall and music space environments; subject to frequent public contact and inter­ruption; intermittent exposure to individuals acting in a disagreeable fashion; may work at any district location or authorized facility with occasional evenings and/or weekends on an as-needed basis. Occasional local travel may be requested.