

Production Services Technician

Position Description:

The Production Services staff member is responsible for the operation of the audio-visual and technical service, and proper handling and storage of all portable furniture and equipment area of the Parkside Student Center. Staff members are expected to work autonomously in a very customer service-based role. Production Services provides full scale event production needs for the Parkside Student Center and secondary support for the entire campus.

Supervision Received:

Receives training and supervision from the Productions Services Lead Technicians. During evenings and weekends reports to the Building Manager. Supervision is provided by the Event Services Coordinator.

Supervision Exercised:

No supervision of others.

Duties:

1. Provide proper operations of the audio-visual and technical equipment.
2. Executes of the load-in, setup, monitoring, and teardown of equipment for meetings, banquets, receptions, conferences and special events according to the master reservation schedule or upon requests of customers. Includes tables, chairs, staging, audio systems, lighting systems, sign standards, crowd barricades, pipe and drape, and other equipment as assigned.
3. Provide excellent customer service at all times.
4. Maintain cleanliness, custodial services and maintenance of operational spaces.
5. Maintain basic upkeep of equipment and report problems in a timely manner.
6. Works autonomously and must generate workload in an efficient and timely manner.
7. Maintain standard setup throughout the Student Center spaces.
8. Must attend all training and weekly staff meetings.
9. Training includes but is not limited to: proficient and competent in hazard & bodily fluid clean up procedures, mandatory reporting, general fire and emergency protocol.
10. File an Event Report at the end of each shift.

Qualifications & Requirements:

- ◆ Must have a minimum cumulative grade point average of 2.30 and have 6 non-audit credits.
- ◆ Must be available to work 14-20 hours per week including weeknights, weekends, vacation break periods and some holidays. Weekly shift hours are determined on a semester basis.
- ◆ Addition opportunities may be offered for full-time employment during J-term, Spring Break and summer months on a limited basis. Hours for these periods and positions are assigned by the Assistant Director for Operations.
- ◆ Must have at least two full semesters remaining as UW-Parkside student at the time of application.
- ◆ Basic computer knowledge and skills.
- ◆ Must have excellent customer service skills.
- ◆ Possess excellent leadership and problem-solving skills and be able to determine priorities.
- ◆ Adhere to Student Employee Handbook, uniform dress policy and attend mandatory trainings.
- ◆ Flexible hours and willingness to help with timely deadlines.
- ◆ Read the reservations schedule daily and interpret setup and technical needs.
- ◆ Performance reviews are conducted with the supervisor at least once per semester. Self-management is a must and self evaluations are continuous.
- ◆ Experience with audio-visual and technical equipment is preferred.
- ◆ Must be able to lift up to 50 pounds, work on lifts at heights of 40' or ladders, and be able to physically crawl, walk, or climb as necessary to finalize setups.

Skills Gained:

Interpersonal Communication
Problem Solving
Time Management

Teamwork
Resourcefulness
Initiative

Quality and accuracy of work
Priority Setting
Meeting Deadlines

Job Skills Developed in the Position:

- ◆ Communicated effectively with customers and determined their needs and offered the best possible solution.
- ◆ Worked with a team to achieve scheduled tasks such as setting up tables, chairs and audio-visual equipment such as a career expo or wedding.
- ◆ Created accurate reports of accomplished tasks.
- ◆ Operated tools safely and to utilized tools to complete projects.
- ◆ Assisted with training fellow employees on how to properly operate and repair equipment.

Wage Information and Probation:

- ◆ Entry Level: Intermediate Plus
- ◆ Starting wage: \$9.00 per hour. Both workstudy-eligible and non-workstudy students are encouraged to apply.
- ◆ Probation period for this position has been determined as two months and success completion of levels one and two of the Production Services Knowledge Survey.