



POSITION DESCRIPTION

GLENORCHY
CITY COUNCIL

Position Title:	Duty Technician	Directorate:	Corporate & Community Services
Position Number:	100280	Department:	Community
Employment Status:	Casual	Section:	Creative Communities
Employment Type:	Permanent	Location:	Moonah Arts Centre
Classification:	Schedule A, Salary Point 7		
Reports to:	Coordinator Creative Communities		

PRIMARY PURPOSE:

The Duty Technician MAC is responsible for delivery of technical advice and assistance and 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 or assistance to full-time and part-time staff.

Typical roles are sound and light operator, stage manager, or AV operator.

ORGANISATIONAL REPORTING RELATIONSHIPS:

1. Internal:

- The **Duty Technician** reports to the **Creative Communities Coordinator** for all management matters.
- And receives rosters and event briefs from Moonah Arts Centre's **Venue and Production Manager**
- The role is a key contributor to the Creative Communities team based at the Moonah Arts Centre and will liaise with employees of Council.

2. External:

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

OUR VALUES:

We respect each other

We respect the skills, knowledge and diversity of our team mates
Everyone is heard and is valued
We care for the well-being and safety of each other
We check in on each other without being prompted
Listening and being listened to matters

We are trusted

I've got your back and you've got mine
We do what we say we will
We are empowered
Have honest and open conversations
We are trusting and trustworthy
We learn from our mistakes and share what we learn

Together we are better

Robust and thoughtful decision making together
Solving important problems together
We reach out to others and across teams for help
We collaborate more and handball less
Share our skills and knowledge

We deliver

We serve and stand up for our community
We knuckle down and focus on what matters
We are courageous and determined to find a way
We seek opportunities to continually improve outcomes and then we act on them

OUR CULTURE:

We foster and model a culture where:

- We **RESPECT** others and their viewpoints as being as important as our own.
- We trust and are **TRUSTED** by each other.
- We know that by working **TOGETHER** we achieve better outcomes.
- We take personal responsibility, and together we **DELIVER** for our community.

This is **OUR WAY** to achieve results through our people and teams to make Glenorchy a better place every day.

KEY RESPONSIBILITIES:

RESPONSIBILITIES/TASKS	DUTIES
Duty Technician	<ul style="list-style-type: none">• As directed, prepare the MAC for public events and activities.• Provide quality customer service to maximise customer satisfaction to visitors and hirers.• Maintain presentational standards of all public areas and spaces, considering professional and current techniques.• Be the responsible officer and building warden for events as required.• Provide technical assistance and advice to both Creative Communities team and Arts Centre clients on the storage, set up, operation and further development of all audio visual systems and equipment for the successful presentation of visual, performance and digital arts projects, events, exhibitions and workshops.• Perform maintenance on the technical equipment and resources of the MAC.• Assist staff to maintain accurate documentation for both staff and clients in the safe and successful operation of audio visual and other technical equipment.• Work in collaboration with the Creative Communities team on the delivery of MAC activities as required.• Work as part of the Creative Communities team to ensure the smooth operation of the day-to-day operations of the MAC.
Policies & Procedures	<ul style="list-style-type: none">• Meet all statutory, legislative, legal, risk management and policy requirements associated with the promotion of the activities and projects of Creative Communities including the MAC and its programs.• Identify, analyse, and control the risks associated with the operational requirements of the position
Teamwork	<ul style="list-style-type: none">• Contribute as an active member of the Creative Communities team.• Provide positive personal contributions to the successful operation of the Community Department, including working on projects with other team members.• All members of the Community Department may be required to perform other duties; within the limits of the employee's skills, competence, and training.
Reporting	<ul style="list-style-type: none">• Ensure that the objectives in the Strategic/ Annual Plan relating to Creative Communities and its programs are met.• Contribute to the completion of quarterly reports and Council reports related to the Creative Communities and its programs.• Evaluate and report on completed events and activities.
Record Keeping	<ul style="list-style-type: none">• Responsible and accountable for creating, keeping, and maintaining authentic, accurate and reliable records.• Ensure data is documented on business decisions, actions and practices undertaken or performed by your position.

Customer Service	<ul style="list-style-type: none"> Promote the positive image of Council as a whole. Ensure that a high standard of customer service is maintained to both internal and external customers. Engage, listen to and act where appropriate on feedback from our customers. Implement, evaluate, and continuously improve quality systems and processes for the section
General	<ul style="list-style-type: none"> Assist in the achievement of agreed outcomes consistent with department business plans and budgets. Perform any other duties as directed
Organisational Responsibilities	<ul style="list-style-type: none"> Support and adhere to Council's policies and procedures, code of conduct and relevant acts.

This role may require some 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:

- As per delegation schedules.

KEY SELECTION CRITERIA:

- 3+ years of industry experience, working in an arts based or performance venue
- Proven experience working with artists, arts workers, and event managers
- Technical understanding of audio visual presentational, sound and lighting systems.
- Proven experience working in small teams, and balancing independence, initiative, and teamwork.
- Well-developed communication, digital and literacy skills.

LICENSES - ESSENTIAL:

- Working with Vulnerable People's Card.
- Working at Heights
- White Card

AUTHORISATION:

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

Manager Name:			
Manager Signature:		Date:	
Director Name:			
Director Signature:		Date:	

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

Employee Name:			
Employee Signature:		Date:	