

**CITY OF MOUNTAIN VIEW  
CLASS SPECIFICATION**

<b>Position Title:</b> Performing Arts Assistant	<b>Job Family:</b> IV
<b>General Classification:</b> Frontline	<b>Job Grade:</b> 7

**Definition:** To perform paraprofessional and skilled support to a specific Center for the Performing Arts Center program area such as Technical Services, Ticket Services, and/or Audience Services; and to provide responsible technical and paraprofessional assistance to the Performing Arts Supervisor and upper management.

**Distinguishing Characteristics:** Receives direction from the Performing Arts Supervisor. May exercise supervision over assigned technical, hourly, and volunteer personnel.

**Examples of Duties:** Duties may include, but are not limited to, the following:

1. Recruiting, training, scheduling, and tracking the Center's volunteer usher corps.
2. Managing the lost and found program.
3. Managing the daily sales activity in the ticket office.
4. Recruiting, training, and supervising the ticket sales staff.
5. Supervising the ticket office during Center events.
6. Providing on-site event supervision for stages and support spaces.
7. Recruiting, scheduling, supervising, and training stage crews as assigned.
8. Assisting with general provision of technical support for events.
9. Maintaining and upgrading all technical systems as needed.
10. Performing related duties as assigned.

**Minimum Qualifications:**

Knowledge of: Standard front-of-house, ticketing, or technical procedures; volunteer recruiting and training techniques; computerized ticketing and accounting skills (Ticket Services); industry standards as they relate to sound, lighting, rigging, and staging equipment and techniques; sound reinforcement

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used in live theater and various musical disciplines; industry-standard electrical practices (Technical Services).

Ability to: Meet and communicate effectively with patrons, renters, and City staff and volunteers; establish and maintain effective working relationships with those contacted in the course of work; understand and execute Center policies and procedures; make decisions regarding routine operations without direct supervision; maintain accurate records and reporting systems; effectively handle customer service issues and problems; communicate clearly and concisely, both orally and in writing; operate equipment normally related to technical support or facilities; and provide lead direction and training to part-time and volunteer staff.

**Experience and Training Guidelines:** Any combination of experience and training will qualify if it provides for the required knowledge and abilities.

Two years of experience in an arts facility specializing in the area of audience services, ticket services, or technical services; experience directing and supervising the work of hourly and volunteer staff is highly desirable, as is experience with computers; equivalent to the completion of the 12th grade; college course work in a related field is highly desirable.

**Working Conditions:** Will be required to work a flexible schedule, including nights and/or weekends as assigned.

Established: May 1994

Revised: October 2004

HRD/CLASS SPECS

Performing Arts Assistant