



Classification Description

OUR VISION:

To be the acknowledged leader in public assembly venue management in the region

OUR MISSION:

To enhance the livability and economic vitality of the metropolitan region through sound stewardship, expert management and creative development of the region's public assembly venues

OUR VALUES:

Respect ~ Excellence ~ Teamwork ~ Innovation ~ Community

Job Title	Stage Door Attendant	Bargaining Unit	IATSE B-20
Functional Job Family	Operations	Classification #	8255
FLSA	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	Salary Grade #	825
Position Status	<input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time	Revision Date	September 2012

CLASSIFICATION DESCRIPTION

Provide general event day support through monitoring entry and exit at the stage door, and provide information and directions.

DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty and physical demands satisfactorily with or without a reasonable accommodation.

1. Monitors stage doors; grants access to facility by authorized persons; opens and unlocks facility, and closes and secures facility as assigned.
2. Inquires about suspicious persons or activities; restricts and prevents access of unauthorized persons.
3. Answers phones and communicates with staff by radio; informs house manager and other staff members for needed supplies or services; informs house managers or leads of any problems as they arise.
4. Issues, logs and tracks keys and passes to facility.
5. Monitors and operates surveillance and communications equipment, including a closed circuit television system, computerized door access system, fire and emergency alarm system, and a multi-channel radio base station.
6. During emergency, communicates with 911 personnel.

Secondary Functions:

1. Fills out paperwork including lost and found log, shipping and receiving log, and parking permits.
2. Other duties which may be necessary or desirable to support the agency's success.



SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibility but may provide leadership and guidance to volunteer staff and/or assist with orientation of new members of the work group.

EDUCATION AND/OR EXPERIENCE; CERTIFICATES, LICENSES, AND REGISTRATIONS

A minimum of six (6) months of experience in customer service, reception or security work and a High school diploma or G.E.D.; or an equivalent combination of education, experience and training that would provide the knowledge, skills and abilities required for the successful performance of the essential job duties.

KNOWLEDGE, SKILLS AND ABILITIES

- Office computers, security monitoring systems, fire response procedures (including use of fire extinguishers) and safety procedures
- Work effectively with information management systems, and adapt quickly to system changes and updates
- Make appropriate decisions and lead others in emergency situations
- Interact effectively with diverse groups of promoters, actors and the public and remain calm, professional, and polite even when working in difficult situations with members of the public
- Work accurately in time-sensitive settings
- Communicate clearly and concisely, both orally and in writing
- Work various hours, including evenings, weekends and holidays

PHYSICAL DEMANDS / WORK ENVIRONMENT

- Continuously required to sit for extended periods of time; hear and/or respond to verbal/audio cues; see and/or respond to visual cues.
- Frequently required to reach with hands and arms; read computer screens and security monitors.
- Occasionally required to stoop, bend and kneel; stand and/or walk for extended periods of time; perform repetitive motions of hands and wrist.
- Rarely lift, push, pull and/or carry objects up to 50 pounds; exposed to outside weather condition; extreme cold and/or heat.

“MERC believes that each employee makes a significant contribution to our overall success. That contribution should not be limited by the assigned responsibilities. Therefore, this Classification Description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent or MERC, to just the specific work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of our endeavors.”

APPROVED:

MERC General Manager

Date



MERC Human Resources Manager

Date