

**NON-MANAGEMENT JOB DESCRIPTION
POINT RATING EVALUATION PLAN**

Working Title Lead Theatre Technician		Name	
Position Number	Reports to Position No., Class & Level 31752, Administration 1	Division, Branch/Unit Heritage Division/Royal Alberta Museum	Ministry Culture and Tourism
Present Class		Requested Class	
Dept ID	Program Code	Project Code (if applicable)	

PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

The Lead Theatre Technician provides technical support for the theatre at the Royal Alberta Museum for the facility rentals. The Lead Theatre Technician works with other Royal Alberta Museum staff, clients and potential clients interested in booking the theatre to provide technical expertise to ensure function is successful.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

Event Management

- Lead contact with clients for the technical set up of each event.
- Ensure all technical services required for theatre booking are met, including sound checks, dress rehearsals, and equipment is provided and installed in advance of event start time.
- Creates technical set up notes for all museum facility rentals for all technicians.
- Coordinates the moving and/or setting up museum owned equipment, contractor owned equipment and/or client equipment for all museum theatre rentals.
- Provide technical support for museum theatre technicians.
- Knowledgeable in Museum related activities including; policies, procedures, safety, deliveries, special licenses, rental contracts, general site/city inquiries.

Equipment and Facility Management

- Ensure all equipment is well maintained and in good working order.
- Ensure the technical services work areas are tidy and free from hazards at all times, including the theatre's control booth, stage, back-stage areas and hallways, and equipment storage areas.
- Assist Facility Rentals Coordinator in scheduling and training Theatre Technicians.

Customer Service

- Assist Facility Rentals Coordinator in meeting with potential and current clients to discuss event requirements.
- Resolve any technical issues related to the facility rental event, its required equipment and/or the client using the facility to the satisfaction of the Facility Rentals Coordinator, Facility Rentals Assistant, and/or the client.
- Communicate in a professional manner at all times whether in person, by telephone, or email.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

The position is an important point of contact for facility rentals clients in advance of and on the day of the event. The position requires assisting Royal Alberta Museum staff, clients and potential clients interested in booking the theatre by providing technical expertise to ensure function is successful. The position requires the ability to problem solve quickly. The position requires a high level of independence and in depth knowledge for the Royal Alberta Museum. They will work closely with clients from many different organizations and communities, and should be aware of and respect cultural differences in interactions with clients. The position requires meeting with potential and current clients to discuss event requirements as well as dealing with customer complaints on technical services and equipment.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

- Experience in hiring, training, and scheduling staff.
- Supervisory experience as Head Technician or equivalent.
- Experience in providing services for corporate presentations and performing arts shows.
- Experience with digital sound and projection equipment.
- Experience in conducting evaluations on digital equipment that is malfunctioning.
- Experience performing minor electrical repairs on theatre equipment.
- Client focused approach to customer service.
- Interpersonal skills to be able to communicate in a professional manner at all times when dealing with the public, clients, and other stakeholders.
- Knowledgeable in event management industry equipment trends.

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

The position works with Theatre Technicians, Facility Rentals Coordinator and Facility Rentals Assistants. They interact with facility rentals clients, vendors, and caterers. They also interact with Museum staff as well as contractors such as building management, cleaning services, and security.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

Not Applicable.

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).

Not Applicable.

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached (see Writing Guide [Page 17](#)).

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.

Signatures

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned (see Writing Guide **Page 16**)

Incumbent			
	Name	Signature	Date
Manager			
	Name	Signature	Date
Division Director/ADM			
	Name	Signature	Date