

## EVENT TECHNICIAN

**Department:** Cain Center  
**Reports to:** Tourism & Events Coordinator  
**Hiring Range:** \$13.52 - \$14.37  
**FLSA Status:** Non-Exempt

### JOB SUMMARY

Under the general direction and supervision of the Tourism & Events Coordinator, the Event Technician provides customer service and assistance to members and visitors of the Cain Center by providing operational and administrative support during events.

### QUALIFICATIONS

#### **Required Education and/or Experience:**

- High School Diploma or GED equivalent required.
- Possession of a valid Texas Class “C” driver’s license.

#### **Knowledge, Skills and Abilities:**

- Knowledge of customer service practice.
- Ability to work with the public and patrons tactfully and professionally.
- Ability to perform multiple tasks simultaneously.
- Must be able to work the evening and weekend shifts Monday through Sunday.
- Must pass a medical physical examination and drug test.
- Must pass a criminal background check.
- Ability to communicate clearly and concisely, both orally and in writing.

### ESSENTIAL JOB FUNCTIONS

- Plans, organizes, coordinates, integrates and implements detail schedules for events to achieve established goals.
- Responds to public inquiries of the venue and provide information and tours.
- Ensures all policies and procedures are followed including removal of all trash and items brought into building at the end of events.
- Supervises children in open play areas; assists with recreation programs as needed.
- May be asked to perform additional job duties that are directly, indirectly or completely unrelated to the normal job functions in the course of presenting certain City special events.
- Performs related duties as required or assigned.
- Provide customer service to patrons, and direct customer conflict and complaints to management, as necessary.

- Perform work safely in accordance with departmental safety procedures. Operates equipment safely and reports any unsafe work conditions or practices to the Tourism & Events Coordinator.
- Abides by all policies, procedures, rules, etc. associated with the City's Safety Program.

### **PHYSICAL REQUIREMENTS**

- Ability to sufficiently speak, see, hear, and read.
- Ability to perform strenuous physical activities, to include kneeling, bending, twisting, dragging, pushing, pulling, and lifting up to 50 lbs.
- Ability to work in adverse environmental conditions.
- Ability to work various hours, including evenings and weekends, as required.

Essential and marginal functions may require maintaining physical condition necessary for sitting or standing for prolonged periods of time.

### **WORK ENVIRONMENT**

Indoor, climate-controlled environment in assigned facility and high levels of public interaction. Need manual dexterity and visual acuity. Must be able to work flexible hours to accommodate the changing demand for services. This position may require weekend and holiday work during year. Exposure to computer screens, sitting for prolonged periods of time, lifting, reaching above head, bending, stooping, walking, standing, and carrying up to 50 pounds.