



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	Lead Stage Door Watchperson	Bargaining Unit	Non-represented
Functional Job Family	Operations	Classification #	8262
FLSA	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	Salary Grade #	212
Position Status	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	Revision Date	May 2007

Summary:

Monitor facility stage doors. Monitor persons entering and exiting the facility via the stage door. Provide protection against trespass, vandalism, theft, fire or other threats. Coordinate and lead the activities of stage door watchpersons

Reasonable Accommodations:

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.

Essential Functions:

- Schedule and coordinate the work of the stage door watchperson staff.
- Monitor the work of stage door watchpersons while on shift; provide advice and assistance.
- Monitor stage doors; grant access to facility by authorized persons, such as staff, promoters, visiting artists, patrons and the general public.
- Inquire about suspicious persons or activities; restricts admittance of unauthorized persons;
- Issue, log and track keys and passes to facility.
- Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.
- Log shipping and receiving items; ensure proper delivery of packages.
- Monitor fire and emergency alarms system.
- Monitor and operate 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.
- Provide directions and assistance to authorized persons accessing the facility.
- Maintain lost and found department.

**Secondary Functions:**

- Other duties which may be necessary or desirable to support the agency's success.

Supervisory Responsibilities:

This position has no supervisory responsibilities but provides lead direction, guidance and coaching to members of the work group. Responsibilities include scheduling members of the work group, orienting and training others in applicable policies, procedures and techniques, and providing assistance to management in achieving work group success.

Education and/or Experience; Certificates, Licenses, and Registrations:

- High school diploma or GED.
- A minimum of two (2) years of experience in customer service, reception or security work.
- An equivalent combination of education, experience and training that would provide the knowledge, skill and ability required for the successful performance of the essential job duties may be considered.

Necessary Knowledge, Skills and Abilities:

- Knowledge of office computers, security monitoring systems, fire sprinkler systems, fire response procedures (including use of fire extinguishers) and safety procedures.
- Ability to work effectively with information management systems, and adapt quickly to system changes and updates.
- Ability to schedule part-time staff to cover events and facility needs.
- Ability to interact effectively with diverse groups of promoters, actors and the public and remain calm, professional, and polite even with dealing with rudeness from others.
- Ability to work accurately in time-sensitive settings.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to respond effectively, make appropriate decisions and lead others in emergency situations.
- Skill in providing constructive work guidance to stage door watchperson staff.

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 read computer screens and security monitors.
- Occasionally required to perform repetitive motions of hands and wrist.



"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