



## Classification Description

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### 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*

<b>Job Title</b>	Lead Stage Door Attendant	<b>Bargaining Unit</b>	IATSE B-20
<b>Functional Job Family</b>	Operations	<b>Classification #</b>	8262
<b>FLSA</b>	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	<b>Salary Grade #</b>	862
<b>Position Status</b>	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	<b>Revision Date</b>	Sept. 2012

### CLASSIFICATION DESCRIPTION

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.

### 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. Schedules and coordinates the work of the stage door watchperson staff.
2. Monitors the work of stage door watchpersons while on shift; provides advice and assistance.
3. Monitors stage doors; grants access to facility by authorized persons, such as staff, promoters, visiting artists, patrons and the general public.
4. Inquires about suspicious persons or activities; restricts admittance of unauthorized persons.
5. Issues, logs and tracks keys and passes to facility.
6. Answers questions and provides information to the public; investigates complaints and recommends corrective action as necessary to resolve complaints.
7. Logs shipping and receiving items; ensures proper delivery of packages.
8. Monitors fire and emergency alarms system.
9. 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.
10. Provides directions and assistance to authorized persons accessing the facility.
11. Maintains lost and found department.



## **Secondary Functions**

1. 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**

A minimum of two (2) years of experience in customer service, reception or security work and High school diploma or G.E.D.; or 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

## **Knowledge, Skills and Abilities**

- Office computers, security monitoring systems, fire sprinkler 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
- Schedule part-time staff to cover events and facility needs
- Interact effectively with diverse groups of promoters, actors and the public and remain calm, professional, and polite even with dealing in difficult situations with members of the public
- Work accurately in time-sensitive settings
- Communicate clearly and concisely, both orally and in writing
- Respond effectively, make appropriate decisions and lead others in emergency situations
- Provide 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:

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MERC General Manager

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Date

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MERC Human Resources Manager

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Date