

CLASSIFIED & ADMINISTRATIVE POSITION REQUEST

2018-2019

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| Internal Use #: 9 |
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Requester Name: Titian Lish Division Name: Arts and Humanities

SUMMARY INFORMATION

Title of Position Being Requested: (Note: Please also attach a current or proposed district job description)

Performing Arts Center Coordinator

Position Will Reside in Division/Unit:

Arts & Humanities

Indicate To Whom this Would Report:

Dean of A&H

Indicate if this position or a similar position has been presented to RAC previously and in what years:

*Theater Manager 2011-2012, 2012-2013, 2013-2014, 2015-2016
*Stage Technician 2013-2014, 2014-2015
*Staff Assistant 2014-2015, 2015-2016
*all of these positions have, to some degree, this request included

The position is:

New

Number of Hours per Week: 25

Number of Months per Year: 12

Increase for an existing funded position

From: 9 10 11 Months

To: 10 11 12 Months

OR From: _____ % to _____ %

Name of Person Currently Holding Position: _____

New Categorically funded position (information only; position not ranked)

Number of Hours per Week: _____

Number of Months per Year: _____

SECTION 1: PROGRAM NEED

What key responsibilities would this person assume?

The MCA will, annually, host over 60 events for the LPC Dance, Music, Theater, and Communication Studies programs alone. In addition, the MCA is used to support the following organizations, programs, and events, including but not limited to:

- Student Recognition/scholarship Ceremony
- Middle College Graduation
- Fire Science Program speakers and events
- Middle School and High School Science Bowls
- Showings by local artists, students and faculty in Photography, Fine Arts, and Visual Communications
- Mega Day
- LPC Veterans First Program
- LLNL/LPC Seminar Series
- Best of the Best (LPC Foundation)

Responsibilities include, but are not limited to:

- Provide a full range of event planning and coordination services to Performing Arts Center clients; gather and review information related to event needs; ascertain crew needs and work with supervisory staff to ensure those needs are matched with the clients' needs and budgets; prepare requests for assistance for various staff members; prepare monthly job assignments; ensure crew has accurate information.
- Follow-up on crew/staff complaints related to facility or equipment malfunctions or other needs; research repair, upgrade, integration of new with old, or replacement options; locate proper repair facility and coordinate.
- Update and maintain PAC website; transfer relevant data and information to website including facility application contracts and computer file information; maintain current parking information and other areas of interest.
- Market and promote assigned events and shows; coordinate newspaper reporting and press releases; coordinate ticket distribution; coordinate event with principals of the show; attend event and coordinate activities.
- Participate in meetings with supervisor and co-workers including meetings to discuss and coordinate upcoming events; review staffing, safety, maintenance, and other issues.
- Oversee the operations of the Box Office and perform as a ticket sales agent
- Complete pre-show safety checklist.
- Reports maintenance issues of the theatre building.
- Remain in lobby or theatre throughout the event. Be posted in a prominent location at intermission and following events to handle patron inquiries.
- Supervise audience services staff, including ushers; arrange labor as needed.
- Coordinate opening of audience seating area, start of event (both at beginning of event and after intermission)

List other Personnel in the Unit (i.e. with shared or similar responsibilities):

None

SECTION 1: PROGRAM NEED (contd)

Give a historical perspective of the changing demands on your unit's staff over the past 3-5 years (refer to your program review relating to human resources.) You may use narrative or relevant data.

In the move from building 800 to the Barbara Francisco Mertes Center for the Arts (MCA), the space and workload has increased significantly without a significant increase in staffing. The MCA is a very large and complex facility housing and supporting diverse and complicated teaching, rehearsing, performing, and exhibiting activities. From a 178-seat theater (building 801) we now have a 150-seat black box theater, a 464-seat main stage theater, large theater/dance 'rehearsal' room, dressing rooms, a Green room, 2 separate control rooms, an art gallery, and a full lobby with box office, and concessions room.

From 2011-2016, the Performing Arts program wrote time and time again, requesting help in managing the facility and the patrons coming to it. We have altered hours, pay rates, position titles, etc., all to no avail on the dire need for support in the MCA.

In 2016, RAC granted a Stage Technician to the Center. This position, like many at LPC, had two lines of note: 1) Other duties as assigned and 2) Will service as a theater manager in the absence of one. These lines were not meant to take up a majority of the techs time. And yet, they did. Absurd events, in which the stage tech was selling tickets, then running a flight of stairs for a sound check, then running back to scan tickets occurred. Our patrons were frustrated and the stage tech was dangerously overworked.

And/or provide additional information supporting a need for this position and resulting impact on students or program:

Since we began tracking ticketing data in August of 2015 (the center opened in 2011, however), the MCA has ushered in 12,854 patrons (via faculty without stipend, student and community volunteers, or independent contractors paid at department expense) and processed \$148,616.00 in ticket sales. We have processed over 10,000 credit card transactions and 3,770 cash transactions. We have

This number (12k+) does not include the number of patrons who have attended for Veterans events, Presidents speaker series, Best of the Best, rental events, scholarship nights, or speech events, to name a few.

Another way to look at this? We have been lucky that there has not been a safety incident relating to injury to our patrons or staff or a theft of received funds.

Additionally: Last year Christine Hornbaker became so overwhelmed with her dual responsibilities as both de facto Theater Manager and Stage Technician (her actual contracted position), that she ended up leaving for a position in IT. She was, in effect, attempting to do two jobs at once, often at the same time. Now that Christine is gone, we are currently relying on hourly on-call staff, and this is unsustainable.

Funding this position is the only long-term sustainable solution, and it benefits all performing arts programs as well as outside rentals for our campus - which could be a major source of income for the college.

SECTION 2: STUDENT LEARNING AND SUCCESS

Explain how this position will contribute to and/or support student learning and success:

The need for this position has been detailed multiple times in the Program Reviews of the resident Performing Arts Programs (Dance, Music, Theater Arts, Speech/Communication Studies) and the Non-instructional Requests for the Arts & Humanities Division. It is considered key and essential by all constituent groups on campus (Student Services, Academic Services, President's Office, LPC Foundation, ASLPC, etc). This position will further programs in Performing Arts by allowing them to make better use of the facility, offer more performances, support the upcoming degrees in Music, Speech, and Theater, and provide students better training in the performing arts.

Explain how this position will have a positive impact on Accreditation or strengthen the college's adherence to the ACCJC standards:

The campus community will be positively impacted due to the fact that there will finally be an official person in charge of Coordination for the Mertes Center for the Arts. The coordination responsibilities for the operations and activities will not fall on faculty and staff. Instead, the faculty, staff and students will assist this person. The college will have a primary contact in reserving theater facilities, overseeing daily facility operations, and maintenance, capital projects and supervises staff and students assistants.

Without this position, the college, faculty and staff will continue to not operate in an efficient and professional manner. We need this position to ensure healthy growth of the college and programs and the safety of the facility. Not filling this position not only impacts programs in the performing arts but it also impacts programs across the campus who use the Center.

SECTION 3: LPC MISSION AND PLANNING PRIORITIES

LPC MISSION STATEMENT:

LPC is an inclusive learning-centered institution providing educational opportunities and support for completion of students' transfer, degree, basic skills, career-technical, and retraining goals.

LPC PLANNING PRIORITIES:

- ❖ Establish regular and ongoing processes to implement best practices to meet ACCJC standards.
- ❖ Provide necessary institutional support for curriculum development and maintenance.
- ❖ Develop processes to facilitate ongoing meaningful assessment of SLOs and integrate assessment of SLOs into college processes.
- ❖ Expand tutoring services to meet demand and support student success in Basic Skills, CTE, and Transfer courses.

Indicate how this position supports the College's mission and/or planning priorities:

The College mission is furthered. This position will help our students meet their academic, intellectual, career-technical, creative, and personal development goals in a climate of diversity in the arts. Through a smooth and organized use of the facility, students will develop knowledge, skills, values, and the ability to become engaged and contributing members of their community.

This position will help students and members of the larger community promote and celebrate lifelong learning, demonstrate social and environmental responsibility, promote tolerance and mutual respect, and foster a climate of discovery and creativity.

SECTION 4: PROGRAM OUTCOMES, INITIATIVES, and PLANS

Please check one.

This need was described explicitly in a Program Review (Year 2013+_____).

This need was implied in a Program Review (Year _____).

This need was not included in a Program Review, but has become a need since that time.

Explain, including language from Program Review (if available):

This need has been addressed repeatedly in the Theater and Music program reviews, for many years. For instance:

Theater Arts 2013

"There is an immediate need for a full time theater manager for the building. The fulfillment of this position would alleviate additional work load from both the full time theater and music faculty, as well as the current classified employee, who is working excessively beyond the contracted hours."

Theater Arts 2014

"Full Time Stage Technician or Part Time Staff Assistant / Box Office Manager... Both of these positions are necessary for management of the facility in a safe and consistent way."

But, as time marched on, the programs, like all programs on campus, had to prioritize. We choose to focus our program reviews on the immediate programmatic and instructional needs of our students, and refocused the requests for personnel support in the RAC process. There are repeated and consistent cries for more support, more personal, more technicians (in the theater program, for instance) and this need should be implied in those comments.

The absence of the need in later program reviews does not mean that the need was no longer there, only that we gave up a little, and so moved our efforts into more accessible areas of need.

SECTION 5: SAFETY (if applicable)

Explain how this position will improve safety on campus or within your unit:

Without a Performing Arts Center Coordinator, the oversight of the audience and money in the programs is left to untrained faculty, who are on site to monitor the students in their classes, not the safety of the community at large. It takes time to move from the front of house to the top of the audience in the Mertes Center main-stage. If a medical or patron emergency occurs, there is currently no one to help. No one to call security, no phone accessible to patrons, no cell signal in the theater. The stage techs in the booth are charged with the tech needs of the show. The faculty? The students backstage. No one it looking after the audience. We are a lawsuit based on negligence waiting to happen, with many years of documented evidence to suggest an awareness of the concern. A Center Coordinator is critical to maintaining the safety of the thousands of patrons we see every year, in the event of an emergency.

SECTION 6: COSTS*

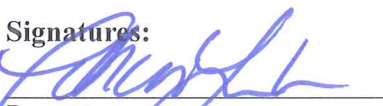
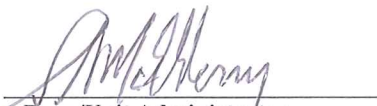


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|---|----|------------------|
| Estimated Increase or Proposed Annual Salary Cost: | \$ | <u>35,224.00</u> |
| Estimated Benefits Cost: | \$ | <u>19,373.00</u> |
| Total Cost for Position: | \$ | <u>54,597.00</u> |

NOTE:

Full Time = 20-40 hours per week or 50% - 100%
Regular Hourly = 18 hours or less per week (<50%)

**Costs: For accurate costs, requestor must contact the College Administrative Services Technician in the LPC Office of Administrative Services (ext. 1632).*

SECTION 7: REVIEWS

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|---|-----------------|--|-----------------|
| Signatures: | | | |
|  | <u>10/8/19</u> |  | <u>10/18/18</u> |
| Requester | Date | Dean/Unit Administrator | Date |
|  | <u>10/18/18</u> |  | <u>10/18/18</u> |
| College Administrative Services Technician Office of Administrative Services | Date | Vice President | Date |

CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

PERFORMING ARTS CENTER OPERATIONS COORDINATOR

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under direction, coordinate and plan Performing Arts Center (PAC) events and related services and activities in conjunction with clients and District staff; identify, recommend, and acquire needed resources for clients; and perform a variety of para-professional, technical, and complex office support work while exercising independent judgment in the satisfactory completion of duties.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Provide a full range of event planning and coordination services to Performing Arts Center clients; gather and review information related to event needs; ascertain crew needs and work with supervisory staff to ensure those needs are matched with the clients' needs and budgets; prepare requests for assistance for various staff members; prepare monthly job assignments; ensure crew has accurate information for each event.
2. Order equipment from Media Services as necessary for college and community lessee user needs; research lessee user needs to ensure proper equipment is ordered.
3. Create files and necessary forms for each event including event report, equipment use report, and house manager report; review completed reports and files after each event; take necessary action to respond to reported needs or incidents as necessary; archive data to system.
4. Follow-up on crew/staff complaints related to facility or equipment malfunctions or other needs; research repair, upgrade, integration of new with old, or replacement options; locate proper repair facility and coordinate repair.
5. Place work orders with appropriate staff for assigned buildings and facilities.
6. Develop and implement new reporting system templates and report formats and systems; provide training to staff as necessary.
7. Update and maintain PAC website; transfer relevant data and information to website including facility application contracts and computer file information; maintain current parking information and other areas of interest.
8. Market and promote assigned events and shows; coordinate newspaper reporting and press releases; coordinate ticket distribution; coordinate event with principals of the show; attend event and coordinate activities.
9. Make online reservations of spaces in other campus buildings for college sponsored events as well as support spaces needed for PAC users and others who use classrooms for events.
10. Participate in meetings with supervisor and co-workers including meetings to discuss and coordinate upcoming events; review staffing, safety, maintenance, and other issues.

Chabot-Las Positas Community College District
Performing Arts Center Operations Coordinator (Continued)

11. Update marquee and other signage as required for general usage and specially required events.
12. Coordinate and establish cooperative relationships with community and college resources to support program goals and objectives.
13. Perform related duties as required.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

1. Basic operations, services, and activities of a college performing arts center.
2. Principles and practices of event planning and implementation.
3. Operational characteristics of various performing arts and theater equipment and tools.
4. Basic principles of supervision and training.
5. Basic budgeting and other general accounting principles and practices.
6. Pertinent state, District, and college policies, procedures, and regulations.
7. Occupational hazards and standard safety practices.
8. Operating characteristics of PAC equipment.
9. Problem solving techniques and resources.
10. Principles and practices of filing and record keeping.
11. Principles of business letter writing and basic report preparation.
12. Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
13. English usage, vocabulary, spelling, grammar, and punctuation.
14. Interpersonal skills using tact, patience, and courtesy.

Ability to:

1. Coordinate events and related services and activities for the Performing Arts Center.
2. Perform detailed and complex specialized technical, programmatic, and administrative support duties involving the use of independent judgment and personnel initiative with speed and accuracy.
3. Carry out work objectives in an organized, efficient, and timely manner without immediate supervision.
4. Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.
5. Research information using own initiative.
6. Organize, assimilate, and analyze information.
7. Respond tactfully, clearly, concisely, and appropriately to requests and inquiries from the general public, students, District staff and faculty, or other agencies.
8. Explain Center policies and procedures.
9. Supervise, direct, and coordinate the work of assigned staff and students.
10. Ensure adherence to safety policies and procedures.
11. Review or complete required forms.
12. Prepare clear and concise reports.
13. Plan and organize work to meet schedules and changing deadlines.
14. Type or enter data at a speed necessary for successful job performance.

Chabot-Las Positas Community College District
Performing Arts Center Operations Coordinator (Continued)

15. Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
16. Adapt to changing technologies and learn functionality of new equipment and systems.
17. Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
18. Work independently and effectively in the absence of supervision.
19. Communicate clearly and concisely, both orally and in writing.
20. Establish and maintain effective working relationships with those contacted in the course of work.
21. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

Minimum Education & Experience - Any combination of the following would provide a typical way to obtain the required knowledge and abilities.

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by college level course work in business administration, performing arts, or a related field.

Experience:

Three years of responsible administrative, technical, or programmatic experience, preferably involving theatrical operations.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

11/14/2006;

Adopted by Board of Trustees on _____

Effective: _____

Job Family: Technical – Paraprofessional