

TECHNICIAN SUPERVISOR

(Range 120)

DEFINITION

This position is primarily responsible for the effective scheduling and supervision of technical staff and clerical duties to support programming throughout the Library District.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction and supervision from the Programming and Venues Manager. Exercises direct supervision over assigned department staff.

RESPONSIBILITIES:

Essential and marginal functions and responsibilities may include, but are not limited to the following:

1. Supports the overall mission of the Library District by providing exceptional internal and external customer service to promote a positive library experience.
2. Maximizes the use and productivity of assigned staff.
3. Supervises assigned staff in the successful operation of assigned venues including hiring, training, scheduling, working with staff to correct deficiencies, disciplining, and completing monthly, quarterly, and/or annual performance evaluations.
4. Coordinates and schedules Production Technicians to support programming and the public use of Performing Arts Centers, meeting rooms, conference rooms, and special event locations.
5. Ascertains the need and arranges for additional support and technical needs from Library District staff, partners, and user groups.
6. Works collaboratively with the Technical Equipment Coordinator to ensure that all Library and rental events have the required sound, lighting, and AV equipment and ensures that assigned staff are able to operate the equipment.
7. Forwards any reported equipment or facilities issues to appropriate staff and/or department for repair.
8. Develops and regularly adjusts a working monthly Production Technician schedule after reviewing rental agreements, in-house request forms, room rental technician requests, and all other requests for technical support. Assigns and schedules technical staff to address requests for programming, rental usage, trainings, meetings, and other Library District commitments.
9. Leads monthly technical meetings over assigned staff and includes the Technical Equipment Coordinator to discuss Library District and department directives and initiatives.

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10. Prepares monthly reports regarding Technical and Production Services staffing hours as well as reporting staff changes and the completion of major initiatives.
11. Serves as a first-responder/troubleshooter to issues that arise with audio-visual equipment in the Library District administrative building including the Executive Board Room, conference rooms, training rooms, and Windmill Library auditorium when being used internally for staff programs.
12. Communicates Technical and Production Services equipment needs and suggestions from staff to the Technical Equipment Coordinator for purchase consideration.
13. Serves as an emergency Production Technician or Performing Arts Center Coordinator to successfully execute a planned program as needed.
14. Opens and closes Library District facilities and maintains security of building access codes and keys.
15. Develops, prepares, and completes a variety of forms, documents, and other paper work.
16. Maintains venue and department record keeping, filing systems, and a variety of statistical records.
17. Interacts with Library District staff, public user groups, outside agencies, vendors, and the general public in person, over the telephone, and via e-mail.
18. Generates correspondence, memos, contracts, and other materials appropriate to the Programming and Venues Department.
19. Completes check requests with invoices and POs (Purchase Orders).
20. Attends or conducts department and other miscellaneous meetings at sites throughout the Library District.
21. Assists in the preparation and administration of the Programming and Venues Services department budget for assigned venues including the exploration of new monies, improvements, services, and the preparation of grant applications.
22. Maintains a safe environment for both customers and staff.
23. Updates content on the Library District website for upcoming Programming and Venues Services programs.
24. Plans, prepares, and executes community events to promote the Library District.
25. Builds and sustains relationships with Library District community partners.
26. Participates and contributes as an active member of a working team to increase the efficiency and effectiveness of the Programming and Venues Services department.
27. Performs any other related duties and responsibilities as assigned.

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Marginal Functions:

1. Participates in Library District committee work when needed.
2. Attends and participates in professional association meetings, seminars, and other applicable training sessions.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

1. Professional public library principles, practices, and techniques.
2. Library District and Department policies, procedures, terminology, and functions.
3. Emerging technologies in the library and programming fields.
4. Basic research and public presentation techniques.
5. Staff scheduling.
6. Training techniques.
7. Sources and availability of current information.
8. On-line tools and resources, and the Internet.
9. Principles and techniques of delivering effective oral presentations.
10. Correct English usage, spelling, punctuation, and grammar.
11. Knowledge of business letter writing and report preparation.
12. Knowledge of record keeping and filing principles and methods.
13. Effective supervisory techniques and principles.
14. Basic accounting principles and procedures.
15. Filing practices and procedures.
16. Current trends and developments in the field of programming including scheduling, technical equipment, and support.
17. Principles and practices of cultural program planning, implementation, development, and administration with an emphasis on effective personnel scheduling techniques.
18. Potential user safety issues pertaining to Library District venues.
19. The understanding of rental agreements, memorandum of understandings, and contracts.

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Skilled In:

1. Use of personal computers and associated software.
2. Use of library and basic office equipment.
3. Effective scheduling of staff and resources to support programming.
4. Operation and maintenance of various theatrical and production equipment.

Ability to:

1. Comply with all federal, state, and local laws, regulations, and codes.
2. Interpret and apply Library District and department policies and procedures.
3. Schedule and manage multiple projects, and staff.
4. Plan, organize, and manage complex projects for accurate and efficient results.
5. Use initiative and independent judgement within established procedural guidelines.
6. Maintain confidentiality.
7. Initiate own work, set priorities, and meet critical deadlines.
8. Contribute effectively to the accomplishment of team or work unit goals, objectives, and activities.
9. Serve customers with patience, tact, and courtesy.
10. Establish and maintain effective working relationships with all internal and external customers, community partners, and vendors during the course of work.
11. Exercise good judgement and make sound decisions.
12. Work quickly and accurately.
13. Work both independently and as a part of a team.
14. Accept and manage change and maintain flexibility.
15. Understand and follow oral and written instructions.
16. Communicate clearly and concisely, both orally and in writing.
17. Maintain the mental capacity for effective interaction and communication with internal and external customers.
18. Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include:
--standing, walking, or sitting for extended periods of time;

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- bending, reaching, stooping, and pushing;
 - lifting and carrying;
 - operating assigned equipment;
 - operating vehicles including cars, trucks, and vans.
19. Maintain effective auditory and visual perception needed for:
 - making observations;
 - communicating with others;
 - reading and writing;
 - operating assigned equipment;
 20. Supervise and direct the work of subordinate staff.
 21. Prioritize and perform multiple tasks concurrently.
 22. Maintain effective working relationships with those contacted during the course of work.
 23. Generate accurate reports.
 24. Evaluate staffing requests to support programming initiatives.
 25. Develop, build, and maintain partnerships with other organizations to strengthen programming.
 26. Operate a Library District vehicle.

Training and Experience:

Bachelor's Degree in Technical Theater, Theatrical Design, Performing Arts, Scheduling, or a related field; or five (5) years of performing arts theater work experience (some of which is at the supervisory or management level) including experience with lighting, sound, audio-visual, rigging, or stage work required. Or an equivalent combination of training, education, and experience that provides the necessary knowledge, skills, and abilities.

License, Certificate, or Requirements:

Possess, or have the ability to obtain, a valid Nevada Driver's License at the time of hire.

Physical Requirements:

Essential and marginal functions may require maintaining a physical condition necessary for the regular, and at times sustained, performance of heavier physical tasks such as walking over rough or uneven surfaces; frequent bending, stooping, working in confined spaces; lifting or carrying moderately heavy (20-50 lbs.) items and occasionally very heavy (50 lbs. and over) items; minimal dexterity in the use of fingers, limbs, or body in the operation of office equipment; utilizing a keyboard, and

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sitting, or standing for extended periods of time. Tasks require sound, color, depth and visual perception and the ability to communicate orally and in written form.

Environmental Requirements:

Tasks are performed in an office setting with occasional local travel and rare out-of-state travel for conferences. Minimal exposure to adverse environmental conditions.

JOB CODE:

FLSA: EXEMPT
CBA: SUPERVISOR

DEVELOPED: MAY 8, 2019

REVISED: JUNE 10, 2019