

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Cultural Arts Event Specialist II

Department: Recreation, Parks, Historic and Cultural Affairs

Pay Range: \$18-\$20 / Hourly

Job Status: Part Time; Day, Evenings and/or weekends

JOB SUMMARY

The purpose of this classification is to provide high-level support functions for Cultural Services staff. Work involves opening/closing of facilities (or event site, if applicable), communication via phone and email, general clerical work, assisting with room set-ups and takedowns and assisting with scheduled activities and programs. Employee should have knowledge of Cultural Arts programming, an understanding of specific software applications used in the Department/Division. Employee is also responsible for screening and independently handling a variety of inquiries by telephone, email, and in person. Employee must exercise independent judgment, discretion, and initiative in completing assignments. Employee must also exercise considerable tact and courtesy in frequent contact with the general public.

ESSENTIAL JOB FUNCTIONS

- Acts as the staff representative of the Cultural Arts Division, providing direct support to the immediate program, event, or performance.
- Greets and directs visitors to appropriate locations, records/relays messages, and responds to requests for service/assistance.
- Performs customer service functions in person, via email or by telephone; provides detailed information or assistance regarding department/division services, activities, fees, or other issues; develops, receives and/or disseminates forms/documentation; responds to higher-level questions/complaints, and refers complaints/problems to appropriate personnel.
- Performs opening and closing procedures at relevant event sites throughout the City, following set procedures for setting up and securing the building, room, or job site at the beginning and end of each event.
- Integrates and interprets various schedules, calendars, attendance records, incident/accident reports and other documents necessary in adhering to City policies.

- Serves as liaison between staff members, performers, production team, the public or other individuals or organizations for the distribution and receipt of routine information; Conveys information to appropriate department personnel.
- Assists in monitoring the safety, cleanliness, and comfort of participants by ensuring compliance with all applicable codes, laws, rules, regulations, standards, policies/procedures, and initiates any actions necessary to correct deviations or violations.
- Operates a personal telephone, general office equipment, email/internet/apps, or other equipment as necessary to complete essential functions.
- Communicates with supervisor, employees, volunteers, contractors, vendors, customers, the public, community organizations, and other participants as needed to coordinate work activities, review status of work, exchange information, or resolve problems.
- Monitors inventory of department supplies and forms; ensures availability of adequate materials to conduct work activities.
- Maintains confidentiality of departmental documentation and issues.
- Presents a professional and positive attitude in public discourse regarding the City, City programs, and other employees.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience:

Two or more years of relatable work experience is required for this position. High School diploma is preferred with experience and/or education which provides the necessary knowledge, skills, and abilities for this job.

Licenses or Certifications:

- Driver License preferred

Special Requirements:

- Knowledge in Rectrac, Ticketing software, and other software applications.
- Competency in basic skills: customer service, house management, ticketing, knowledge of programming

Knowledge, Skills and Abilities:

- Ability to learn, comprehend, and apply all city or departmental policies, practices, and procedures necessary to function effectively in the position.
- Ability to read, review, prioritize, and analyze master schedules and other documents. Includes determining time management of when to complete needed tasks with multiple deadlines.
- Ability to operate, maneuver, and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.
- Ability to exercise independent judgment to apply facts and principles to resolve problems.
- Ability to exercise judgment, decisiveness, and creativity in situations when needed.
- Ability to consistently arrive on time and properly execute the duties of the job.

PHYSICAL DEMANDS

The work is sedentary to light which requires the ability to exert light physical effort, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-35 pounds). Tasks may involve extended periods of time at a keyboard / work station or onsite on your feet for several hours. Tasks also require the ability to perceive and discriminate colors or shades of colors, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

WORK ENVIRONMENT

Work is regularly performed without exposure to adverse environmental conditions. Some outdoor work may be necessary.

The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.