

POSITION DESCRIPTION

POSITION TITLE	KPAC Junior Technician
DIRECTORATE - SECTION	Community Engagement – Economic & Cultural Services
LEVEL - EBA	3 - Salaried
RESPONSIBLE TO	KPAC Head Technician

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

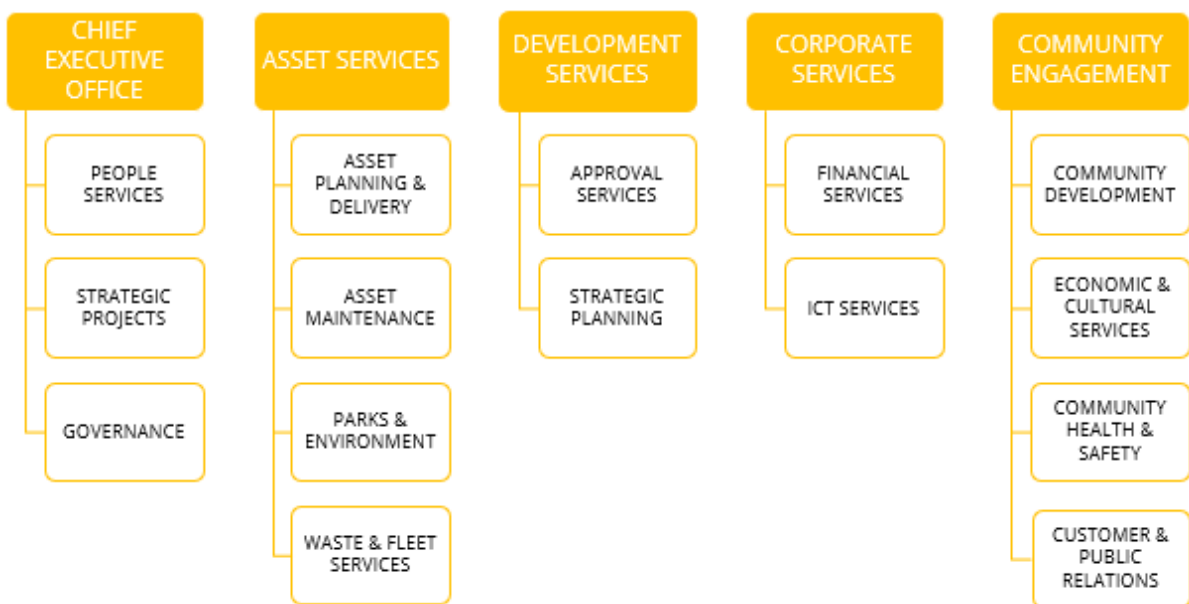
OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

OUR VALUES

- SERVICE** Provide excellent customer service at all times, through effective listening and understanding, in order to go beyond the commonplace when we serve others.
- PROFESSIONALISM** Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.
- QUALITY** Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

ORGANISATIONAL STRUCTURE & FUNCTIONS



THE OVERALL OBJECTIVE OF THIS POSITION

The overall objective of this position is to provide a combined junior technical services and production officer role at the Kalamunda Performing Arts Centre (KPAC). This includes:

- Effective and safe delivery of all technical aspects of KPAC and ensuring all equipment is well maintained.
- Liaise with and assist clients on site ensuring all technical requirements are met, to ensure optimal performance and audience satisfaction.

KEY RESULT AREAS

TECHNICAL PRODUCTION

- Have a basic understanding of how to rig, patch and operate theatre lighting equipment.
- Operate computerised and manual lighting control systems.
- Basic set up, program, and mix live sound in a theatre environment.
- Basic set up, program, and operate vision systems.
- Assist with bump in and out of technical equipment and event staging, including the loading and unloading of vehicles as directed.
- Identify and problem solve technical equipment faults of complex audio, lighting and vision systems.
- Perform basic maintenance on equipment and/or notify senior staff of any issues to ensure theatre equipment, assets and infrastructure are maintained or repaired to achieve a safe, efficient and professional working environment.

ADMINISTRATION

- Be able to read, understand and interpret patch sheets and show related documentation.
- Ensure timesheets and technical reports are completed in an accurate and timely manner.
- Ensure all City policies and procedures are adhered to in relation to reporting requirements established for KPAC.
- Under the broad direction of the Coordinator Arts & Culture – complete any tasks relevant to the good order of the facility.

CUSTOMER SERVICE DELIVERY

- Proactively maintain and further foster excellence in customer service values and culture throughout the City to both internal and external clients.
- Administer compliance to relevant statutory regulations and by-laws
- Encourage customer feedback by recording customer requests and working towards solutions and responses, keeping the customer informed on progress and liaising across business units to achieve desired outcomes.

ETHICAL BEHAVIOUR & COMPETENCY

- Effectiveness of the role will require excellent skills in problem solving as well as superior skills in communication.
- Ensuring effective planning tools, and difficulties arising within the team are swiftly dealt with, to maintain a culture of high performance.

WORKPLACE HEALTH AND SAFETY

- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply, so far as they are reasonably able, with any reasonable instruction given by the City to allow the City to comply with WHS laws.
- Cooperate with any reasonable policy or procedure of the City relating to health or safety at the workplace.

WORKPLACE COMPETENCY

Uphold the City's values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

TRAINING/QUALIFICATION(S)

- Working at Heights Certificate (desirable)
- First Aid training (desirable)
- Fire or emergency evacuation training (desirable)

SELECTION CRITERIA

1. Sound knowledge of technical support in at least one discipline – lighting, audio, and vision.
2. Ability to work under pressure, prioritising tasks in a calm, professional manner.
3. Strong computer and IT skills, including but not limited Microsoft 365 Apps, and Keynote presentations.
4. High level verbal and written communication skills.
5. High level interpersonal and customer service skills.
6. Excellent organisation and time management skills.
7. Demonstrated ability to work within policies, procedures and follow WHS guidelines.

PHYSICAL REQUIREMENTS

The City welcomes people with a disability to apply for this position. Reasonable workplace accommodations and aids are available as required.

- Ability to use computers to read, analyse and produce written materials.
- Hearing, vision and cognitive abilities required to engage with members of the public/stakeholders and other staff by phone, in person and in writing.
- Able to sit for extended periods of time.
- Cognitive and psychological abilities required to problem solve in a demanding administrative context (guidance for complex problem solving is available).

DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

DRIVERS LICENCE

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

REVIEWED BY: Coordinator Arts & Culture
DATE PD REVIEWED/APPROVED: 23 June 2023
