Facility Crew Supervisor

This position works under the direction of the Facility Manager & Event Manager to oversee the anchor and swing crews for the Centennial Hall and the Juneau Arts and Culture Center. The Crew Supervisor is responsible for leading and mentoring the crews working on room set ups and take downs for events occurring in both CH and the JACC spaces, and interfacing with the clients when the Event Manager is unavailable to make sure that their needs are being met during the process. This person works with the crew to set stages, chairs, set up audio/visual equipment, rig overhead lighting, help with decorations, perform minor facility maintenance and provide custodial services. The Crew supervisor will need to be able to work in both facilities on the Campus (CH & JACC)

Responsibilities include, but are not limited to:

- Work with the Facility Manager and Event Manager to come up with priorities and plans for working with the crews to prepare the physical space and technical needs for events according to the plans from the clients.
- Act as a liaison between the client and the crew. Make sure that the client needs are being met and are clearly communicated with the rest of the crew. Make sure all the details on the room layouts have been covered and are finished.
- Work with the crews to ensure that the building up-keep chore lists are being done on a regular basis.
- Set good examples and mentor new and existing crew when chores, procedures, processes, technical knowhow need to be taught or refreshed.
- Check in with other crew members at the top of shifts to see what has been done so far and what still needs to be done. Take the lead in making a plan with shift partners to make sure the work left to be accomplished is done in a timely manner and that the priorities are hit first in order to make sure a setup/event/strike goes smoothly. This includes:
  - Leading event crews in set up and take down of the furnishing and equipment for events as ordered by the clients. Drop electrical or internet connections from a 25’ catwalk. As needed operate a lift, set stages, move pianos, and set up pipe and drape. Prepare the physical space for events according to the plans from the patron, under direction of the Event Manager.
  - Leading event crews in set up and take down audio/visual equipment, which may include programming the light and sound board, setting theatrical lights, connecting phones, video conferencing equipment, internet, recording cameras, and other equipment as needed.
  - Lead event crews in keeping the building and restrooms clean, restock paper products, empty trash, wipe down walls, glass, and other surfaces and kitchen appliances, in accordance with established protocols. Perform maintenance including daily, monthly, and other scheduled tasks.
- Provide customer service and security during events, greeting customers and trades people, and serving at the front desk in the evenings providing box office and other support as needed. Unlock and lock up the building following established guidelines.
- Maintain storeroom and equipment in good order.
- Check cleaning supplies and place orders as needed.

Successful applicant will have:
Strong interpersonal skills, able to talk comfortably with a variety of people, have a sense of hospitality, and be able to provide a welcoming friendly atmosphere for all.

Strong communications skills – written, oral, online, visual – an ability to connect with people and share information.

Ability to work with and motivate crew members.

Able to take initiative, join in brainstorming to come up with ideas that build the organization, and enthusiastically help to make the JAHC and Centennial Hall successful community centers.

Ability to work independently, and be able to prioritize and organize work efficiently.

At least one year's managerial experience, including personnel supervision, is preferred.

Leadership skills and vision are important.

Experience tracking inventories

Physical stamina and flexibility to work long hours, and strength to lift heavy objects.

About the job:

This is a full-time permanent hourly position, 40 hours/week, and the pay depends on experience, beginning at $20.00/hour. Pay rate will be reevaluated after two months. Employment is at-will, and is subject to a two-month probationary period. Generally, overtime is not scheduled or paid without prior authorization.

This work frequently requires unusual work hours to accommodate programs in the building. JAHC will try to accommodate employees’ needs but the primary consideration is to accomplish the goals JAHC has set and employees must be willing to meet the flexible hours.

Benefits include seven paid holidays, the usual lunch and rest breaks, and leave time, accrued after two months at the rate of 1.5 days/month.