

Lake Junaluska Assembly, Inc.

Job Description

Job Title: Services Technician/Event Set-up
Department: Services
Supervisor: Services Manager
FSLA Status: Non-Exempt
Salary Grade:
Supervises: 2 or more
Position Status: Seasonal

LJA Mission Statement:

As an employee of Lake Junaluska Assembly, Inc., you are a member of a ministry team implementing the LJA mission, which is "to serve God by connecting individuals, congregations and conferences in discipleship with Jesus Christ through The United Methodist Church". We make available effective Christian programming for training, inspiration, recreation and personal enrichment. The staff also works together to be good stewards of the Council's assets, to provide the very best support services for every guest and to provide affordable facilities.

Essential Functions

- Set up meeting rooms per guest request to include; tables, chairs, audio/video equipment, and operate equipment when needed.
- Provide guests with off grounds transportation.
- Move tables and chairs from building to building.
- Able to operate Cherokee IV for booked, as well as nightly tours of Lake.
- Occasionally performs other duties as assigned.
- Look for and recommend improvements in the existing system.
- Comply with all safety policies, practices and procedures.
- Monitor and make sure all services equipment and work areas are in good working order and safe for the public.

Knowledge, Skills and Abilities

No prior experience or training required.

Must have a strong personal commitment to professional customer service and be able to work as a vital team member.

Communication Skills: Superior communication skills and the ability to interact with variety of personality types are required. Ability to communicate appropriately to client and staff requests. Ability to effectively present information in one-on-one and small group situations to customers, clients and other employees of the organization.

Working knowledge of all types of sound systems, computers and live video operation a must.

Ability to train users on how to utilize and optimize equipment.

Organization Skills: Must be able to prioritize, organize, delegate and multi-task.

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence.

Math Skills: Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume and distance.

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Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations. Computer skills: basic computer skills.

Performance/Success Factors

Be punctual to work and other related functions; performs well in a team environment; complete work in a timely, accurate, and thorough manner; conscientious about assignments and be able to prioritize daily tasks and events. .

Ability to receive guidance with respect to general objectives; in the majority of tasks and projects assigned, determine methods, work sequence, scheduling and how to achieve objectives of assignments; operate within specific policy guidelines.

Must be a team player and cooperate with all staff.

Participate in proactive team efforts to achieve departmental and company goals.

Provide leadership to others through example and sharing of knowledge/skill.

Strive for quality in all task and/or duties.

Able to work independently but operate within department policy guidelines using independent judgment.

Working conditions

Work is normally performed in a typical interior/office work environment but will require being outdoors on occasion.

Quiet to loud noise in working area.

Physical Demands: Constantly moves about to coordinate work, able to stand (occasionally for prolonged periods of time), walk, sit, use hands to finger, handle or feel, reach with hands and arms (occasionally overhead for equipment), climb or balance, stoop, kneel, crouch or crawl, talk to and hear staff and customer requests, able to work in high precarious places, sometimes in wet or humid conditions, and also lifts or carries or otherwise moves and positions objects weighing up to 50 pounds to coordinate work. Frequently performs heavy physical activity performing strenuous daily activities of a primarily productive/technical nature. Frequently needs manual dexterity sufficient to reach/handle items, works with the fingers, and perceives attributes of objects and materials.

Work Hours: schedule varies according to customer needs. Weekends and some overtime required.

Vision: Distant and close vision required. Able to identify and distinguish colors; ability to adjust focus, must have depth perception in order to set rooms, etc. to guests specifications.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

Equal Opportunity/Affirmative Action Employer