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|  | Date Revised: 7/23/2024 |
| STAFF Position Description |

**Instructions:** C*omplete this form for all staff positions. The form is also used to request a classification review of a currently filled position, or to update a position description with no review requested. After completion of the form, a signed copy should be given to the employee (if the position is filled), one copy forwarded to the Office of Human Resources, and the original electronic version maintained by the department.* [NOTE: This form is unlocked; you will need to **Ctrl + Click** to open links.]

**A. Action Requested**

Request a New position OR  Fill a Vacant position *(Must initiate through online recruitment)*  
 Initiate a Classification Review for a filled position

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| **Requestor:**  Employee OR  MPP Administrator | **Name:** Cameron O’Hanlon |

Update an existing position description *(no review requested)*

New Employee/Appointment acknowledgment of the position description *(no review requested)*

*(Employee should be given full position description within one week of start date)*

**B. Current Information**

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| **Name of current incumbent:** *(if filled)* | | | | | | | | **Employee ID #:** | |
| *Or if vacant*, *name of previous incumbent*: Angelica Malone | | | | | | | | | |
| **Classification Title:** Helper / Aid | | | | **Job Code:** 0101 | | | **Grade:** 0 | **Position #:** 99743804 | |
| **Working Title:** *(optional*)  Customer Service Worker-Usher/Backstage | | | | | | [**FLSA**](https://www.csun.edu/sites/default/files/CSU-Staff-Job-Codes.pdf) **Status:** Nonexempt  *(See link to* [***CSU FLSA/Job Code List***](https://www.csun.edu/sites/default/files/CSU-Staff-Job-Codes.pdf)*)* | | | |
| **Department ID:** 10376 | **Department Name:** The Soraya (Performing Arts Complex) | | | | | | | | **Time Base:** 0.10 |
| **Lead** *(Staff lead, if applicable)*  **Name:** Loliepop Mena / Kenzie McCarrel | | **Classification Title:**  CSS-12M / Grade 2 | | | **Working Title:**  Senior Lead Usher | | | | |
| **MPP Administrator/Department Chair** *(Reports To)*  **Name:** Carey Christensen | | | **Working Title:**  House Manager | | | | | | |

*Please attach an org chart, if requesting a reorganization (current and proposed) (See link to* [***Campus Org Chart***](https://www.csun.edu/hr/orgchart)*)*

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| **Is this a sensitive position as designated by the CSU?**  Yes  No *(See link to* [***Sensitive Positions Table***](http://www.csun.edu/sites/default/files/sensitive-positions-table1.pdf)) |

**C. Position Purpose** *(Hint: Complete Section D. first and then summarize position’s purpose; typically between 2 to 5 sentences)*

*Please briefly describe the primary function, nature, and scope of the position.*

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| Under general supervision, the Customer Service Worker (CSW) provides customer service support for events at the Younes and Soraya Nazarian Center for the Performing Arts (The Soraya) and other campus theaters supported by The Soraya such as the Plaza del Sol Performance Hall. |

**D. Major Duties**

*Describe each major set of responsibilities assigned to this position (typically 4 to 7) listing them in order of importance. Indicate the approximate percentage (minimum of 5% for a given major duty, with the total equaling 100%) of time spent in each area of responsibility, estimated over a year timeframe. Miscellaneous or other duties as assigned should be 5%.*

*Indicate duties, which are “****essential functions****” by checking the Essential box in the right column (15% or greater to be considered essential).*

*The Americans with Disabilities Act (ADA) provides that there shall not be a barrier to employment for an otherwise qualified disabled individual who is able to perform the “****essential functions****”, which is intrinsic to the work.* ***A function may be essential because******1)*** *the position was established to perform the function;* ***2)*** *a limited number of employees are available to perform the function; and/or* ***3)*** *removing the function would fundamentally change the position.  (Example: A receptionist must be able to respond to in-person, telephone and electronic inquiries).*

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| **Description of Duties** | **% of Time Total = 100** | **Essential  (Minimum 15%)** |
| **Customer Service Support:** Interacts with artists, renters, guests, and audience in accordance with various aspects of public convenings at The Soraya including, but not limited to, security, safety, parking, venue access, ticketing and seating, VIP protocols, providing exit instructions in the event of an emergency, and other policies and procedures. Refers matters as required to team supervisor. | 50 |  |
| **Team-Specific Customer Service Support:** Assigned as needed to work across various customer service teams including, but not limited to, Audience Services, Artists Entrance, and/or Production Hospitality.  Audience Services  Scanning or tearing of tickets; distributing programs; assisting patrons with finding their seats; assisting patrons with late seating; assisting with the enforcement of policies pertaining to patron possession of large personal items, food and beverage, and use of recording devices within the theatre; basic crowd control.  Artists Entrance  Monitoring security cameras and watching for approaching artists, staff, and crew to be let in through the Artists Entrance; keeping track of vehicles parked in the Loading Dock; ensuring that all backstage guests are properly credentialed and accounted for; assisting with guest management during backstage meet-and-greet events.  Production Hospitality  Setting up, maintaining, and cleaning up of all backstage hospitality, dining, and kitchen areas according to artist's/renter’s needs; moving and setting up catering/food service equipment; observing all client’s dietary and allergy considerations. | 40 |  |
| **Meetings and Trainings:** Attend meetings and training sessions as needed, including but not limited to, team meetings, customer service and disability assistance training, and emergency evacuation training. | 5 |  |
| Performs other duties as assigned. | 5 |  |

**E. Physical and Cognitive Demands; and Environmental Conditions**

*Check the appropriate box for each of the following items that most accurately describes the minimum extent of the specific activity performed by this position. Based on a typical workweek.*

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| **PHYSICAL DEMANDS** | **Greater than**  **50%** | **Less than**  **50%** | **N/A** |  |  | **Greater than**  **50%** | **Less than**  **50%** | **N/A** |
| 1. Keyboarding and Mousing |  |  |  |  | 1. Lifting or Carrying |  |  |  |
| 1. Repetitive Motion of upper extremities |  |  |  |  | 1. Up to 10 lbs. |  |  |  |
| 1. Hearing |  |  |  |  | 1. Up to 25 lbs. |  |  |  |
| 1. Sight |  |  |  |  | 1. Up to 50 lbs. |  |  |  |
| 1. Sitting |  |  |  |  | 1. Over 50 lbs. |  |  |  |
| 1. Standing |  |  |  |  | 1. Pushing or Pulling |  |  |  |
| 1. Walking |  |  |  |  | 1. Up to 10 lbs. |  |  |  |
| 1. Bending *(from waist or neck)* |  |  |  |  | 1. Up to 25 lbs. |  |  |  |
| 1. Climbing *(Ladders, stairs or stools)* |  |  |  |  | 1. Up to 50 lbs. |  |  |  |
| 1. Stooping, Kneeling, or Squatting |  |  |  |  | 1. Over 50 lbs. |  |  |  |
| 1. Reaching |  |  |  |  |  |  |  |  |

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| **ENVIRONMENTAL CONDITIONS** | **Greater than**  **50%** | **Less than**  **50%** | **N/A** |
| 1. Inside *(Typical office environment)* |  |  |  |
| 2. Elevated Work *(Raised platform/scaffold)* |  |  |  |
| 1. Extreme Temperature *(hot or cold)* |  |  |  |
| 1. Outdoor |  |  |  |
| 1. Hazards |  |  |  |

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| **OTHER**  *Describe any additional demands/conditions or special circumstances (including special schedules) that are pertinent to the position.* |
| Position works many nights and weekends and requires significant time periods of uninterrupted standing in a singular location. May encounter customers and/or artists who may act in an abrasive and possibly aggressive manner towards the employee. Position requires that the employee be courteous and communicative and maintain the highest standard of professionalism and customer service at all times. Employee should be able to work in a fast-paced environment both independently, as well as part of a team, under the pressure of time deadlines. Employee may be required to use personal protective equipment (PPE) in accordance with Federal, State, and County Public Health directives in various aspects of their work. |

**F. Equipment** *List any special software and machines, tools, and equipment used on a regular basis.*

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| **Type** | **Purpose and Desired Results** |
| *Example A1) Lawn Mower Example B1) Microsoft Word* | *Example A2) Mowing grass Example B2) Create or update documents* |
| Jolt (time management software) | Inputting work availability, clocking in and out |
| Ticket scanner (access management tool) | Scanning tickets for admission to theatre |

**G. Training and/or Licenses; and Additional Experience, Knowledge, Skills, and Abilities**

**(A). Training and/or Licenses:** *List required and preferred training, licenses or certifications. If a license is required for any position outside of the* [*CSU Professional License Table*](https://www.calstate.edu/hrpims/pims/Appendix/professional_license_table.htm)*, a justification must be provided in description.* ***\*****Any CSU/CSUN “Required” training will be provided after starting the appointment.*

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|  | **Required** | **Preferred** | **N/A** |
| **\***CSU Sexual Harassment Prevention / Title IX / Data Security Training *(Required for ALL employees)* |  |  |  |
| **\***CSUN Procurement Card (P-Card) Training |  |  |  |
| **\***CSUN [Defensive Driver Training](https://www.csun.edu/ehs/request-defensive-driving-powered-cart-training) and Powered Cart/Low Speed vehicle Safety Training |  |  |  |
| Working knowledge of theatre etiquette and performing arts center customer service standards and protocols |  |  |  |
| Catering or food service experience |  |  |  |
| CPR / AED / First Aid certification |  |  |  |
| TIPS (Training for Intervention ProcedureS) certification |  |  |  |
| **(B). Additional Experience, Knowledge, Skills, and Abilities:***List additional knowledge, skills, abilities and unique experience. Human Resources will determine the minimum qualifications based on the CSU Classification Standards.* | | | |
| Displays excellent customer service skills and the ability to effectively work crowd control; excellent verbal and written communication skills; flexibility and patience when interacting with others; and the ability to establish and maintain strong working relationships with colleagues, team supervisors, artists/artist management, rental clients, and patrons. | | | |

**H. Lead or Oversight of Other Positions**   Yes  No (Please list below) *List positions (including Student Assistants and Volunteers) that incumbent will lead, oversee or provide direct or general work direction, if applicable. (Generally, non-MPP Staff may lead, oversee, coordinate, and provide input for hiring and evaluations to MPP Administrators. Management and supervision authority is held at the MPP Administrator level.):*

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| **Working Title** *(if applicable)* | **Classification Title** | **Position Number(s)** |
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**I. Changes in Position**

*Summarize the changes (including minor updates, additions, and removals) that have been made to the position since it was last reviewed.*

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| **SECTION E / OTHER:** Update of Lead personnel names (Sections B + J). Update of equipment used on a regular basis (Section F). |

**J. Signatures** *(Print, sign and date below)*  **EMPLOYEE** (*Acknowledgement of reading and receiving a copy of this job description*)

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| **Employee:** | **Signature:** | **Date:** | **Extension:** |
| **LEADS / MPP ADMINISTRATORS** (*Acknowledgement that the information is accurate*) | | | |
| **Non-MPP Lead:** *(if applicable)*  **Loliepop Mena / Kenzie McCarrel** (Senior Lead Usher) | **Signature:** | **Date:** | **Extension:**  **x8838** |
| **1st level MPP Administrator/Dept. Chair:** *(required)*  **Carey Christensen** (House Manager) | **Signature:** | **Date:** | **Extension:**  **x8825** |
| **2nd level MPP Administrator:** *(if applicable)* | **Signature:** | **Date:** | **Extension:** |
| **3rd level MPP Administrator:** *(if applicable)* | **Signature:** | **Date:** | **Extension:** |
| **4th level MPP Administrator:** *(if applicable)* | **Signature:** | **Date:** | **Extension:** |