



JOB POSTING
June 16th, 2022

Full-Time Position

The University Students' Council at Western University is seeking a full-time Production Coordinator for the Productions department.

Reporting to the Manager, Productions, the Productions Coordinator will be responsible for the coordination, and execution of technical support of USC events and events in USC spaces. They will assist with the oversight of regularly scheduled part-time staff, including assisting with hiring, scheduling, and training as directed by the Productions Manager, ensuring all staff are working efficiently and safely. They will also act as a key liaison with clients throughout the event planning process, ensuring timely delivery of products and services. The successful candidate must have a minimum of two years experience working with Audio and Video Production. The ideal candidate must have exceptional customer service skills, creative and imaginative problem solving skills and the ability to maintain knowledge of rapidly changing technology.

Hours of work are 8:30 am – 4:30 pm from Monday to Friday, however these hours are subject to change due to fluctuating operating hours. The Production Coordinator must be open to a flexible work schedule including weekends, late nights, and long hours. During peak periods, the hours of work may be adjusted to accommodate increased workload. Occasional overtime may be required.

Please submit your application by June 22, at 4:00 p.m. to:
<https://westernusc.forms-db.com/view.php?id=447953>

USC People and Development
University Students' Council of The University of Western Ontario

Please note: The Corporation is currently accepting resumes from USC Bargaining Unit Employees and other internal applicants as per the Collective Bargaining Agreement. Only those deemed qualified will receive notification of an interview.

The University Students' Council of the University of Western Ontario is an equal opportunity employer. The USC is committed to providing accommodations to those with disabilities. If you require an accommodation, we will work with you to meet your needs.

Job Title: Productions Coordinator

Supervisor: Manager, Productions

Division/Department: USC Productions

Grading: Band 6

Effective Date: March 2019

Position Summary: Responsible for the coordination, and execution of technical support of USC events and events in USC spaces. Assists with the oversight of regularly scheduled part-time staff, including assisting with hiring, scheduling, and training as directed by the Productions Manager, ensuring all staff are working efficiently and safely. Acts as a key liaison with clients throughout the event planning process, ensuring timely delivery of products and services. Assists with sourcing and securing equipment and materials from third-party vendors, including rental vehicles, technical equipment, furnishings, and more. Acts in accordance with USC and UWO policies.

Position Responsibilities:

1. OPERATIONAL

- Setup, installation, and operation of equipment, including audiovisual equipment, power distribution systems, aerial lifts, rigging, material handling, and others as assigned by the Productions Manager.
- Inspection of equipment for defects and/or hazards, and any necessary removal or reporting; liaises with the Technical Coordinator for repair.
- Stage Management of large events and vital on-site contact for touring artists.
- Assists with event logistics, including show scheduling, equipment transportation, site planning, and security liaison.
- Sourcing and securing products and services from off-campus suppliers when event requirements exceed USC inventory or capabilities as requested by the Productions Manager.
- After-hours and weekend events support; on-call work as necessary.
- Other duties as assigned to ensure complete event execution.

2. ADMINISTRATION

- Assists with advancing shows with touring artists, providing directions, stage and venue specifications, show schedules, and determining necessary additional equipment requirements; liaises with hospitality providers to ensure timely delivery of artist hospitality and rider requirements.
- Documentation of event requirements and inventory management.

3. CUSTOMER SERVICE

- Assist with consultation with clients on event-specific requirements, ensuring all details are finalized and in place for events.
- Demonstration of excellent customer service skills in the resolution of client problems and/or issues with events.
- Execution of deliverables for sponsors.
- Ensures customer satisfaction with post-event follow-up.

4. SUPERVISION

- Provide feedback on the performance of part-time staff as requested by the Productions Manager.
- Specialized training of staff on technical equipment and services, ensuring Technicians are equipped with the necessary knowledge of audio, lighting, and video consoles and equipment, as well as operational capabilities of various USC venues as directed by the Productions Manager.
- Ensure daily and special events setups and strikes are completed on time and to a professional standard

5. FINANCIAL

- Review of invoices from external suppliers before submission for payment.
- Maintain Productions float for petty cash expenses.
- Generation of quotes for services.

Other Responsibilities as assigned by the Manager, Productions.

REPORTS TO: Manager, Productions.

CONTACTS:

INTERNAL: Department Manager, Technical Coordinator, Reservations Coordinator, Finance Department, Clubs Department & Clubs, Student Executive & Interns/Coordinators; Food & Beverage; Promotions Department.

EXTERNAL: Facilities Management, Clients (Faculties, Administration, Off Campus), ESA, Artists & Artist Representatives, Suppliers, Students-at-large.

EDUCATION: 2 years Audio Production & Video Production; First-Aid; WHMIS; Health & Safety; Equipment operating licenses; working at heights training.

EXPERIENCE: 2 years Audio/Visual Production in live entertainment; 2 years experience in Artist Management and/or Stage Management.

OTHER CONSIDERATION/SKILLS: Excellent and well-rounded technical skills; exemplary customer service skills and experience; ability to maintain knowledge of rapidly changing technology; proven supervisory and instructional skills; outstanding organizational skills and knowledge management; proficiency in a number of computer programs, including Microsoft Office, databases, and audio/lighting/video software; effective communication skills; creative and imaginative problem-solving and troubleshooting skills; comfortable working in a fast-paced environment under tight deadlines.

WORKING CONDITIONS: Indoor/Outdoor, Heavy Lifting, Loud Work Environments (Concerts/Venues), Loading/Driving Trucks, Dust, Heat/Cold, Fumes, Confined Space, Dark/Low Light workspaces, Workshop, Office, Aerial Work, Evening and Weekend work.