



Production Technician

Job summary:

Technicians provide on-site support for events and lead or participate in event load-ins, show calls and strikes. Additionally, Technicians support the production team by repairing and servicing damaged production equipment and constructing custom scenic elements, equipment and props as needed.

Duties and Responsibilities:

Provide on-site support for events:

- Work with Project Managers to understand on-site requirements for assigned jobs ensuring plan details and equipment layouts are understood.
- Act as the Project Lead, a Department Head, or in another capacity, as assigned, on event load-ins, show calls and strikes maintaining a focus on safety and service excellence. Complete projects with quality and integrity in line with Shumaker's values.
- Communicate any problems encountered on-site and obtain resolution from the Project Manager in a timely manner.
- When acting as the Project Lead or a Department Head on-site, instruct on-site crew clearly and efficiently.
- Adhere to all applicable regulations, policies, and procedures for health, safety, and environmental compliance.
- Verify functionality of equipment and troubleshoot problems as necessary and set equipment up and operate it in accordance with current safety practices and standard operating procedures.

Repair and service damaged production equipment and construct custom scenic elements, equipment and props:

- Work with the Lead Technician to understand the prioritized list of equipment identified as damaged or requiring maintenance and, as assigned, repair the equipment.
- Work with the Lead Technician to understand specs and timelines related to equipment, scenic elements, and props to be built for events or inventory and, as assigned, build the items.
- Communicate regularly with the Lead Technician to ensure problems are resolved efficiently.

Other:

- Regularly attend required meetings.
- Possess a thorough understanding of Shumaker's capabilities including a working knowledge of all equipment.
- Follow Company procedures and enforce Company standards so that all clients enjoy exceptional service and Shumaker's standard of excellence is upheld.
- Assume other activities from time to time as directed by the Operations Manager.
- When in a Project Lead or Department Head position, complete all necessary post-job paperwork.
- Self-schedule shop time around the production schedule set by the Lead Technician, up to 40 hours per week.

Education and Experience:

- 2+ years of event production experience.
- Sound administration skills; well-developed people skills.

Personal Characteristics:

- Solid communication skills (both oral and written) to all levels of the Company as well as to clients.
- Well-developed interpersonal skills; gets along with diverse personalities; tactful and mature.
- Strong time management skills.
- Able to self-prioritize workload and self-motivated.
- Has a can-do attitude and understands the need to provide quality work in a timely manner.
- Flexible, team oriented personality.
- Strong problem solving and reasoning abilities.

This is a 40 plus hour per week non-exempt position.

Reports to the Operations Manager.

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Qualification Standards

Education/ Training:	High School education or GED preferred, but not required.
Experience:	2+ years of event production experience preferred.
Knowledge/Skills:	Computer skills:, email. Knowledge of equipment used and ability to fix broken equipment and build new items.
Attendance:	Regular, predictable attendance.
Other:	Demonstrated ability to lead on-site portion of events. Maintain accurate records. Ability to work closely with others. Must be 18 years of age or older.

Position Requirements

Essential Functions / Tasks:	Requirements:
Physical:	
Vision	Ability to read and to distinguish color for quality control.
Hearing	Hearing required to hear machinery & staff.
Sense of Smell	Not Applicable.
Gripping	Pick up tools and equipment and other products.
Lifting	Up to 65 pounds frequently.
Stooping	Stoop and maneuver to pick up equipment on site and off trucks.
Squatting	Squat and maneuver to pick up equipment on site and off trucks.
Push/Pull	Carts/racks weighing up to 500 pounds unassisted.
Kneeling	Occasional kneeling.
Climbing	Occasional climbing.
Bending	Frequent bending.
Reaching	Reach overhead, front, side and back.
Equipment Operation	Ability to safely operate department equipment.
Carry Objects	Ability to carry objects weighing up to 65 pounds.
Sitting	Occasional periods of time working in front of a computer.
Walking	Short distances to load and unload equipment
Standing	Prolonged standing.
Work environment	Ability to work in all weather conditions..
Climate	When in the office, the ability to work in a climate controlled environment or when on site the ability to work in all weather conditions.
Mental & Psychological Demands:	
Comprehension	Understands and retains directions.
Reading/Writing	Good reading / writing skills.
Speaking	Communicate effectively with all levels of people - inside and outside the Company.
Decision Making	Use solid troubleshooting and problem-solving techniques.
Attention to Task/Detail:	
Critical Thinking Skills	Ability to organize tasks and set priorities.
Multi-Tasking	Perform and /or direct multiple tasks simultaneously.
Interaction with Others:	
Customer Service	Ability to deliver superior service to both staff and clients reflecting Shumaker's mission.
Co-workers	Work cooperatively with co-workers.