



CREATING AN ENVIRONMENT FOR INSPIRING HUMAN POTENTIAL



POSITION | AV COORDINATOR

POSITION DESCRIPTION

The AV Coordinator works collaboratively with all JUMP team members to build and sustain a strong team culture that supports the JUMP mission. Reporting to the Rentals & Events Manager and working closely with the IT Manager, this person provides AV support and quality customer service for clients' events, JUMP programs and events, and activities throughout the JUMP building and park. While scheduled to support a specific program or event, the AV Coordinator serves as the primary JUMP contact during the event and is responsible for addressing AV and other issues that may present themselves when the JUMP facility is occupied.

DUTIES AND RESPONSIBILITIES

- Provide AV support and technical troubleshooting for events and programs throughout the JUMP site.
- Provide event support as needed and assist with program and event set-up to ensure proper AV equipment, lighting, shades, arrangements of tables, chairs, linens, decorations, and food.
- Act as the face of JUMP and provide excellent customer service.
- Handle visitor concerns, on-site event planner requests and work to resolve any problems experienced by building occupants in the absence of the relevant managers or JUMP leadership team.
- Provide support for kiosk and JUMPotron content and upload assistance as necessary.
- Provide IT assistance as needed including cable pulling and equipment upgrades.
- Check AV totes and replenish these supplies weekly.
- Check computers in Play Studio weekly/monthly for software updates.
- Conduct regular AV inventory and work with the IT Manager to ensure adequate equipment is available and in proper working condition.
- Maintain and ensure that spaces throughout JUMP are clean and in good working order.
- Assist catering during an event as requested.
- Maintain security by following procedures for opening and closing the Lobby, addressing visitor misconduct, and issuing parking passes and visitor ID badges as necessary.
- As requested, provide studio support for individuals accessing the Play Studio and help familiarize visitors and clients with software, equipment, and proper studio use.

REQUIRED QUALIFICATIONS

- High School Diploma or equivalent.
- Minimum 1 year of similar work experience in high traffic customer service environment.
- Knowledge and experience with AV/computer equipment, related software, microphones and various video and audio accessories.

- Excellent customer service skills with the ability to manage customers in a courteous manner.
- Ability to climb tall ladders, willing to learn scissor lift, and be on your feet for full shifts.
- Must have a solid working knowledge of event audio, video and lighting techniques such as cable patching, Crestron systems, DMX lighting and signal flow comprehension.
- Multi-tasker and ability to work well under pressure.
- Basic knowledge of Windows and Mac laptops and all of the various adapters required to connect our team members and clients.
- Ability to provide assistance and solve a variety of basic computer-related issues.
- Exceptional verbal, written, and listening skills.
- Basic knowledge of applications in Adobe Creative Suite.
- Photo/video experience.
- Ability to work nights and weekends as necessary.
- Must have strong interest in event Audio/Video/Lighting technology and understanding of these capabilities and limitations.

PREFERRED QUALIFICATIONS

- Basic knowledge of Play Studio equipment including Black Magic ATEM switcher, Hyperdeck, Black Magic and other cameras, lenses, and lighting.
- Ability to work in a fast-pace and entrepreneurial environment.
- Bachelor or Master's degree in a related field of study.
- Knowledge of and experience in non-profit organizations.
- Live sound mixing experience.
- Knowledge of the local community.

DISCLAIMER | JUMP is a start-up nonprofit organization; consequently, the position description listed above has been written to indicate the overall nature, essential duties, and responsibilities of the work to be performed. It may not contain a comprehensive record of all duties, responsibilities, and qualifications required as it is highly likely the job structure will evolve.

TO APPLY | Please submit a current resume and cover letter along with a completed JUMP application (located on our website at JUMPBoise.org <http://jumpboise.org/careers>) to careers@jumpboise.org with the position title in the subject line or by mail to 1000 West Myrtle Street, Boise, Idaho 83702. If you have any questions, please e-mail us at careers@jumpboise.org.