



Facility Engagement Coordinator

Background

CreaTV San José is a nonprofit Community Media Center in downtown San José. Our mission is to inspire, educate and connect San José communities, using media to foster civic engagement. Serving the San José and Silicon Valley community since 2008, CreaTV is a nationally recognized Community Media Center focused on access to media and technology, the art of storytelling, and digital equity issues.

CreaTV manages four public and educational Comcast cable channels, airing more than 3,200 locally produced videos in eight different languages each year. CreaTV offers monthly workshops in video production to the public and provides a vast array of video production services to nonprofits, cities, schools and individuals wanting to produce content for the channels. Our vision is to give everyone in San José the opportunity to have a voice by providing access to tools, training and distribution platforms. We believe this can transform and deepen our community conversation.

We are at a pivotal juncture in our organization's history as we lead the effort to create a collaborative space activated by the community and designed to reflect the diversity of San José. Our goal is to redefine how creative spaces are developed and used to transform a community. This new venture - Open San José - will feature 18,000 square feet of office space, gallery and public spaces, a large studio, and multi-purpose rooms that are fully equipped with technology and designed to be used for live and hybrid meetings, rehearsal space, podcast and media recording, trainings, and more.

Position

We are seeking a Facility Engagement Coordinator to support our facility operations and engagement efforts. This critical role is often the face of Open San José with our community partners and potential clients who will represent organizations, businesses, local governments, and the general public. Reporting to the Facility Engagement Manager and or Facility Engagement Specialist, this role is critical to successful public and private events at CreaTV / Open SJ. The Facility Engagement Coordinator will be the front desk representative, in coordination with The Facility Engagement Specialist, for most afternoons and evenings. Additionally will coordinate and be responsible for set up of external and internal client facility use on a day-to-day basis. This role will support efforts to fully utilize our new space and meet the mission/vision of not only CreaTV San José, but also Open San José. We're looking for a revolutionary mind,

combined with strong business, customer service, and organizational skills. This is a new venture and facility and will require an innovative and collaborative approach.

Responsibilities:

- Act as community ambassador and key representative of CreaTV and Open San José.
- Ensure Facility Engagement Manager is apprised when problems are identified and assist in resolving challenges as quickly as possible.
- Under the direction of the Facilities Engagement Manager, actively lead safety, security, and loss prevention protocols.
- Report safety, security, and loss prevention challenges and opportunities in partnership with Facility Engagement Manager and or Specialist.
- Be the face for the Open SJ front desk and for safety during afternoon and evening events and facility activities.
- Coordinate and direct part time staff assisting with room set up and break down during events assigned.
- Coordinate catering and beverage requirements based on rental agreements during events assigned.
- Per rental agreements in partnership with Production Dept. or Engineering, assure the set up and return of IT equipment like microphones, cords, cables, screens, etc.
- Be direct contact for any and all public entering CreaTV and Open SJ and act as docent during shift.
- Be the onsite CreaTV facility staff member for afternoon and evening events and activities.
- Be direct onsite contact for security companies as needed for events that require a stronger safety presence.
- Foster an active space where community members and media makers can connect with each other and where participants feel welcome and engaged.
- May need to use a personal vehicle for business-related travel within San José.
- Other duties as assigned.

Skills and Abilities:

- Ability to lift or carry up to 50 pounds.
- Strong team leadership, customer service and collaboration skills.
- Strong experience in event management and implementation.
- Knowledge of community media, civic tech, digital inclusion, public access, and/or media production.
- Ability to convey knowledge of highly complex equipment and production or technology techniques to community users of various ages and levels of expertise.

- Generally technology savvy and/or a willing to learn and develop technology and media skills.
- Nonprofit outreach, community building and/or membership building experience.
- Additional Language skills desired (Spanish or Vietnamese).

General Requirements:

- Experience with customer service and event facilitation/coordination.
- Safety and security experience.
- Must be comfortable with technology and ready to learn new systems and support and assist with basic troubleshooting.
- Comfort with occasionally having to be the “bad person” by enforcing building policies and protocols.
- Regular attendance at the facility, telecommuting for this position will be limited.
- Familiarity and a passion for working with artists in multiple disciplines and arts in a social change context a plus.
- Excellent oral and written communication skills, attention to detail, proven ability to create and administrate systems that work
- Must possess and maintain a valid California driver's license, have a safe driving record, and maintain California minimum required automobile insurance. May need to use a personal vehicle for business-related travel within San José.
- Able to work a flexible work schedule including evenings and weekends.

Education and Experience:

Any combination of education and experience requirements below that provides the skill, knowledge, and abilities required.

- At least 2 years of relevant work experience or educational background.
- Experience overseeing and/or leading crews or staff. Demonstrated ability to lead a team successfully.
- Two years of experience in community engagement or event production and/or implementation.

Compensation:

This is a fulltime, non-exempt position with a generous benefits package, including health, dental, vision, retirement, and unlimited paid time off and holiday policies. \$60 - \$65k.

People of color, women, formerly incarcerated people, LGBTQ+ individuals, and community visionaries are strongly encouraged to apply.

Please email a PDF **cover letter and resume** explaining your interest and qualifications for the position to jobs@creatvsj.org with the subject **Facility Engagement Coordinator**.

Please, no phone calls or hard copies of materials through the postal service.
Application materials due by October 31, 2022.