



### COMMUNITY EDUCATION AND PLANETARIUM ASSISTANT

**SALARY GRADE:** [C1-46](#)

**DEFINITION:**

Under the direction of an assigned supervisor, coordinate the day-to-day activities and operations of the Planetarium and Community Education at De Anza College. Perform administrative duties in support of Planetarium and Community Education functions.

**EXAMPLE OF DUTIES AND RESPONSIBILITIES:**

Depending upon assignment, duties may include, but are not limited to, the following:

1. Book and confirm Community Education offerings and Planetarium shows for schools groups, private parties, and corporate events; respond to inquiries regarding Planetarium and other Community Education programs; advise and consult with individuals and organizations during their use of the facilities.
2. Assist Planetarium staff in researching information and content for public programming, setting up new and current shows for presentation; operating star projector and demonstrating constellations, planets, and other astronomical phenomena, as required; serve as back-up for laser technicians and Planetarium presenters; operate light strobe system.
3. Assist Planetarium Coordinator with video content splicing and macro development as assigned; assist in the repair and installation of specialized equipment; replace bulbs and fuses; calibrate and set-up telescopes for viewing; research and collect information on vendors; assist with purchases of specialized equipment.
4. Assist in marketing for Community Education and Planetarium Programs: design and write promotional materials; promote show line-up for public presentation.
5. Greet customers, oversee events and fill-in as needed for all weekend Planetarium shows; train others in cash handling, gift shop operations, and ushering; schedule employees for shows and private rentals; hire and train casual and student employees; coordinate with private security company for weekend show security.
6. Organize gift shop operations, including sales, wholesale purchasing, merchandising, stocking and inventory control.
7. Assist as directed with web page content and maintenance for the Planetarium and other Community Education Programs. Provide information to customers, students, faculty, staff and the general public on Community Education programs and offerings via phone, e-mail, websites and social media.
8. Liaison with the Astronomy Department head to determine classroom and equipment presentations and requirements.
9. Participate as directed in organizing the accounting functions for the Planetarium; monitor monthly and yearly spreadsheets; monitor Planetarium budgets; liaison with credit card providers.
10. Assist with catalog production, editing, and proofing for Community Education Programs; prepare contracts, agreements, and spreadsheets for Community Education Programs and services; order books, supplies, and instructional materials for classes and programs; maintain databases and mailing lists.
11. Operate a computer utilizing standard and functional-related software and a variety of office equipment.
12. Perform related duties as assigned.

## **EMPLOYMENT STANDARDS:**

### **Knowledge of:**

1. Astronomy and astronomical coordinate systems, motions, and positions to assist with troubleshooting; star projection systems and star show creation; the night sky and constellation overlay.
2. Planetarium practices and program operations.
3. Website maintenance and software.
4. Marketing and advertising techniques.
5. Budget monitoring and control.
6. Accounting procedures and processes; credit card and cashiering operations; retail gift shop operations.
7. Operation of a computer terminal and data entry techniques.
8. Financial and statistical record-keeping techniques.
9. Modern office practices, procedures, and equipment.
10. Telephone techniques and etiquette.
11. Correct English usage, grammar, spelling, punctuation and vocabulary.
12. Knowledge of basic computer graphics, spreadsheet software, and database management.
13. Excellent customer service skills.
14. Interpersonal skills using tact, patience and courtesy.

### **Ability to:**

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Operate basic Planetarium and Laser equipment.
3. Troubleshoot technical problems, including inside the planetarium dome.
4. Perform a variety of administrative and program support activities.
5. Develop and analyze data.
6. Analyze situations accurately and adopt an effective course of action.
7. Compose independently or from oral instructions letters, memos, or other materials.
8. Read, interpret, apply and explain rules, regulations, policies and procedures.
9. Maintain records and prepare reports.
10. Communicate effectively both orally and in writing.
11. Meet schedules and time lines.
12. Multitask in a complex environment with set timelines, constant interruptions, and heavy public contact.
13. Ability to learn new technologies.
14. Oversee a retail gift shop operation.
15. Establish and maintain cooperative and effective working relationships with others.
16. Work confidentially with discretion.

### **Education and Experience**

Any combination equivalent to:

1. Associate's degree in a related field.
2. Three (3) years related work experience in a Planetarium setting or other science related entity or in professional customer service roles.

### **LICENSES AND OTHER REQUIREMENTS:**

1. Some positions in this class may be required to speak, read and write in a designated second language.

### **WORKING CONDITIONS:**

#### **Environment:**

1. Office environment.
2. Planetarium environment, dark and cold settings.
3. Constant interruptions.
4. Odd Hours: Saturday nights and some weekend afternoons required.

**Physical Abilities:**

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate computer keyboard and to perform equipment repairs.
3. Seeing to read various materials.
4. Standing for extended periods of time.
5. Reaching overhead, above the shoulders and horizontally.
6. Bending at the waist, kneeling or crouching.
7. Lifting, carrying, pushing or pulling heavy objects up to 40 lbs.

Date Approved: April 27, 2005; November 3, 2017  
EEO Code: H-50