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## **PLANETARIUM ASSISTANT**

### **DEFINITION**

Under general supervision, performs a variety of complex office administrative support, customer service, and program support duties for the planetarium; presents various programs and activities to group astronomy programs and the general public; interacts frequently with students, staff, faculty, and the general public and explains planetarium information and procedures and/or directs questions and inquiries to the appropriate staff; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Dean of Community Education. Exercises no supervision of staff.

### **CLASS CHARACTERISTICS**

This is a journey-level classification responsible for providing administrative support and conducting a variety of instructional support activities in support of planetarium operations and programs. Incumbents perform the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the procedures and policies of assigned area of responsibility. This class is distinguished from the Planetarium Specialist in that the latter is subject matter expertise in Astronomy and responsible for programming and operations of the planetarium.

### **EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)**

- Coordinates and schedules reservations such as field trips and private events for the planetarium; updates reservation book and calendar.
- Serves as point of contact for students, parents, staff, faculty, and the general public for the planetarium by answering a variety of questions and responding to complaints; and providing information regarding programs and registration, events, ticket sales, facility rentals, and campus facilities and directions.
- Receives payments, donations, and fees from the public; issues receipts as appropriate according to established procedures; prepares bank deposits; generates budget transfers; allocates receivables to appropriate accounts and ensures proper coding.
- Assists in researching information and content for public programming and setting up new and current shows for presentation; presents planetarium shows, lectures, and programs for college classes, schools, community groups and the public as needed.
- Sets up planetarium projectors and audiovisual and lighting equipment in accordance with weekly planetarium schedule.
- Operates a variety of equipment including a star projector, various audio and visual equipment, sound system, computer, various hand and power tools and office equipment.
- Calibrates and assists in maintaining planetarium equipment as necessary.
- Conducts presentations for field trips and public shows; assists in instructional demonstrations of planetarium equipment and systems.
- Cleans and ensures proper storage of planetarium equipment; ensures planetarium and work areas are in clean and orderly condition.

- Monitors and tracks expenditures and revenues; creates and processes contracts, agreements, and requisitions; processes invoices and prepares chargeback documentation; verifies budget and account codes; develops budget reports as needed.
- Ushers groups in and out of the planetarium and provides assistance to teachers, students, and patrons as needed.
- Designs, creates, and edits a variety of documents, including confidential documents, such as correspondence, letters, memos, agendas, reports, lists, forms, schedules, flyers, event materials, and statistical reports.
- Organizes gift shop operations, including sales, purchasing, merchandising, stocking, and inventory control.
- Organizes and maintains accurate and detailed databases, files, and records, verifies accuracy of information, researches discrepancies, and records information.
- Performs a variety of office support duties such as maintaining websites; opening and securing offices; attending meetings and taking minutes; and ordering and maintaining office and other related supplies.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Terminology, techniques, principles, theories, practices, and procedures related to planetarium programs.
- Basic principles and practices of planetarium equipment, technology, operations, and maintenance.
- Working knowledge of astronomy, astronomy concepts, and visual astronomy.
- Presentation techniques.
- Record keeping principles and procedures.
- Basic business arithmetic and bookkeeping.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Modern office practices, methods, and computer equipment and software relevant to work performed.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

### **Ability to:**

- 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.
- Perform administrative and program support work accurately, within established deadlines, and with use of independent judgment.
- Present astronomical information and concepts to various audiences.
- Assist faculty and patrons in the use and operation of planetarium equipment and systems.
- Maintain equipment, materials, and supplies used in the planetarium.
- Safely and effectively use and operate equipment required for the work.

- Understand and follow all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Maintain accurate databases, records, and files.
- Perform arithmetic, financial, and statistical computations accurately.
- Organize work, meet critical time deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to an Associate's degree from an accredited college with major coursework in astronomy or related field and one (1) year of experience in a planetarium.

**Licenses and Certifications:**

None.

**PHYSICAL DEMANDS**

Must possess mobility to work in a classroom and/or office setting and use standard office equipment, including a computer; to climb and descend ladders; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is partially a sedentary office classification; frequent standing and walking between work areas is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

**ENVIRONMENTAL ELEMENTS**

Employees work in a planetarium and office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

**OTHER REQUIREMENTS**

Employees are required to work on weekends.

**Salary Grade:** C1-48

**FLSA:** Non-Exempt

**EEO Code:** H-50

**Board Approved:** April 2021

