

# **`Olelo Community Media**

## **Job Title: Media Services Associate - Kaimuki**

Employment Type: Full-Time

FLSA Status: Non-exempt

Department: 58

Reports To: Media Services Manager

## **Job Summary**

Media Services Associate to work out of our Kaimuki Media Center. Media Services Associates are responsible to delivering excellent customer service and care to our community producers, guest, and partners. Additionally, MSA's serve as frontline steward of Community Access video production equipment and facilities, provide training and technical assistance to clients, assist with Olelo's coverage of community events, and other inherent duties and responsibilities normally associated with such positions

## **Essential Duties**

- Provide exemplary internal and external customer service
- Perform outreach and inform guests and community members about Olelo's services
- Check equipment in and out, ensuring it is in good condition prior to check out and upon return; and follow appropriate protocols for missing/damaged equipment.
- Perform necessary office responsibilities including timely and accurate program submissions, data entry and reporting. Maintain a clean and organized work environment. Handle cash from transactions and other Media Services Center activities. Assist in reporting and maintaining an accurate inventory. Function as frontline security and report to appropriate staff and potential security or safety risks to the MSC
- Assist with Olelo events, including volunteer and outreach activities
- Serve as a production crew member on EP's and Olelo Facilitated Productions
- Foster client and volunteer retention by providing training technical assistance, mentoring and consultation

## **Secondary Duties**

- Minimally an AA in related field or equivalent education and experience desirable.
- Technical aptitude and desire to learn new concepts and technology.
- Experience working for non-profit organizations desirable.
- Clean criminal record: position involves working with and training minors.
- Minimum of one-year experience in operation of television production, including studio and field production and post-production editing with increasingly technical responsibilities.
- Experience with customer service, and the ability to understand the dynamics involved in achieving excellent as is related to customer service and satisfaction.

- PC knowledge, including Windows, Microsoft Word, Excel, and Outlook
- Knowledge of FCPX and other Mac Production software as needed.
- Point of Sale transactions and cash & inventory reconciliation.
- Ability to properly operate audio and video production and post equipment.
- Ability to use technical quality control tools, i.e. waveform/vector scope.
- Ability to troubleshoot?minor diagnostic and repair capabilities.
- Ability to communicate and work effectively with people of diverse social, cultural, economic, age, gender, attitudes and racial backgrounds13.Ability to communicate and work effectively with people of diverse social, cultural, economic, age, gender, attitudes and racial backgrounds
- Ability to work both independently and in partnership with other team members, both at ??lelo and in the community, to achieve common goals.

## **Supervisory Responsibilities**

This job has no supervisory responsibilities.

## **Education**

Minimally an AA in related field or equivalent education and experience