



## **Operations Staff - Safety Team**

### **Seasonal / Part Time**

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#### **Organizational Profile**

Founded in 1938, Stern Grove Festival is a free summer music festival in San Francisco. Now entering its 84th season, the Festival draws 100,000 people during its ten-week series of world class performances in the beautiful Stern Grove. Past seasons have included artists from around the world, including San Francisco Symphony, OK GO, Los Lobos, Carlos Santana, Smokey Robinson, Ziggy Marley, San Francisco Opera, Lucinda Williams, and Allen Stone.

#### **Reporting Relationships**

The Safety Team is part of the Operations Staff (OS) and reports directly to their Area Leader. In addition, Safety Team Members work closely with the Safety Manager, Director of Operations, House and Perimeter Teams, Security and Medical teams, SFPD and SFRPD Park Rangers, and other SGFA Staff.

#### **Position Description**

Stern Grove Festival Safety Team will assist with all activities and services related to the safety and health of patrons, with a goal of creating a secure venue in which all audience and staff members can have a positive experience. The Safety Team will manage entrance setup, magnetometer and bag search, and perimeter monitoring. The Safety Team will work with the House and Perimeter Teams to facilitate crowd management and control, response to patron health and safety requests and concerns, emergency response protocols, and any additional duties that pertain to the smooth functioning of the venue.

#### **Availability and Commitment**

Operations Staff must be available *every* Sunday from June 6 to August 29, 2021 (Not Sunday August 22). Operations Staff are expected to be available for two workshop days prior to the season and one Saturday shift during the season (*dates and times TBD*).

Operations Staff can expect a schedule of between 6 and 12 hours each weekend, averaging eight hours per week over the course of the Season. This includes hours available each Saturday toward infrastructure set-up (*scheduling dependent on interest and ability*).

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## **General Duties**

- Attend pre-season orientation to learn about the organization's culture, understand the OS's role in producing the Festival, get hands-on experience with equipment, and participate in venue safety drills.
- Assist in the set-up and breakdown of infrastructure, including barricades, aisles, fencing, signage, tables and benches.
- Oversee patron ingress at venue entrances, search stations, permeate a positive and welcoming attitude and respond to issues that arise
- Promote public safety and cultivate a positive patron experience within the assigned area by informing patrons of policy and procedure.
- Perform crowd control, including maintaining clear aisle ways and emergency exit paths.
- Assist elderly and handicapped patrons in seating and venue mobility.
- Ensure enforcement and compliance with all rules and regulations in the Grove, including enforcing the prohibited items and smoking rules
- Provide directions to venue amenities such as bathrooms, concessions, water, the medical tent, and general orientation.
- Attend on-site staff meetings and execute tasks under direction of Safety Leaders.
- Adhere to SGFA approved policies, protocols, and procedures to ensure high standards are upheld in regards to staff professionalism and performance
- Articulate and embody the Festival's mission and be ambassadors to the public

## **Personal Characteristics**

- Excellent communication skills and collaborative work ethic.
- Capability and comfort being in large crowds of people.
- Possess the capacity to handle stressful situations with diplomacy and tact.
- Able to work efficiently in an organized and detailed fashion.
- Ability to adhere to SGFA policies, protocols and procedures.
- Able to maintain self-assurance and control during the concert day.
- Understanding of your own personal limits and ability to articulate those limits to your supervisor.
- Have a great sense of humor and maintain dedication to SGFA missions.
- Experience is required and a good attitude and excellent work ethic is a must.
- Excellent communication skills and collaborative work ethic
- Experience providing exemplary customer service and ability to handle stressful situations with diplomacy and tact
- Working knowledge of security standards, crowd control practices, crisis intervention, emergency procedures, and first aid
- Ability to judge rapidly changing conditions and make quick decisions while adhering to

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#### SGFA guidelines

- Ability to maintain self-assurance and level-headedness and know when to turn to a supervisor if you cannot perform the job duties
- Have a great sense of humor and maintain dedication to SGFA mission

#### **Physical Requirements**

- Able to lift and carry 50lbs.
- Able to experience periods of extended standing, employees must be able to remain on their feet in a stationary position.
- Able to walk and climb considerable distances including on the hillside during the course of a work day.
- Grasp, lift, carry, push and pull heavy objects such as barricades, fencing, and carts.
- Stooping, crouching and kneeling is needed to place signage throughout the grove
- Listening and speaking ability is required. In a typical work day the employee will be interacting with large groups of people and they must have the ability to hear and clearly express their ideas with spoken words.

#### **Work Environment / Physical Demands**

The work environment characteristics and the physical demands described here are representative of those an employee encounters while successfully performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; and talk and hear. The employee must regularly lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The noise level in the work environment is usually moderate. Occasionally sound levels may exceed 100 db. All efforts will be made to protect employee's hearing.

The above statements are intended to describe the general nature and level of work performed by the incumbent in this position. They are not intended to be an exhaustive list of all responsibilities, duties and skills.

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## **Locations**

- 1) SGFA Office, 832 Folsom Street Suite 1000, San Francisco 94107
- 2) Sigmund Stern Grove, 19<sup>th</sup> Avenue and Sloat Boulevard, San Francisco

## **Hours**

- Must be available every Sunday, June 20, 2021 through August 29th, 2021 (Not August 21).
- Sunday June 6<sup>th</sup> – Staff required to attend virtual orientation from 2:00pm – 4:30pm
- Sunday June 13<sup>th</sup> – Staff required to attend in person orientation from 8:30am – 5:00pm
- Available one Saturday afternoon from June 19 - August 28, 2021, TBD.
- Pre and post-season work days available on mutual consent.

## **Compensation**

Starting at \$20 and commensurate with experience.

## **Note on COVID-19 Pandemic**

For the protection of its employees and patrons, Stern Grove Festival Association may require its employees to wear masks and to provide proof of vaccination or a recent, negative, COVID-19 test as a condition of employment. Your continued participation in this recruitment affirms that you are aware and agree with this notice.

## **How to Apply**

[CLICK HERE](#)

## **Email**

If you have any questions, please email [jobs@sterngrove.org](mailto:jobs@sterngrove.org)

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