**PHOTO CENTER NW**

**Digital Monitor Position**

Saturdays and Sundays to support Digital Lab hours from 2pm-7pm (with the exception of building closures)

*In this position you are responsible for ensuring proper usages and safety of the digital media equipment through assisting students, clients, faculty, and volunteers with orientation and education on printing, scanning, and basic software. This position works closely with the Print Production & IT Specialist as well as other weekend digital lab monitors to ensure excellent customer service and operation of the digital lab and advanced media lab.*

**Job duties include:**

* Managing the labs during open hours
* Orienting all users to best practices as outlined by the Print Production and IT Specialist
* Creating a welcoming and helpful user experience in the labs
* Adhering to policies and procedures to ensure the safety of the equipment and conservation of resources (ink/paper)
* Monitoring all of the users during their time in the lab
* Assisting with basic questions and issues
* Encouraging continued education for users through enrollment in our courses and workshops
* Taking the initiative to help clean, organize, and enhance our digital labs
* Helping with other services and programs during your shift such as printing services
* Helping the Photo Center spread the word and recruit new renters and students
* To provide input on lab management and enhancements
* To assist Print Production and IT Specialist with installing software and profiles
* To be proactive in supporting our faculty through preparation for courses and workshops
* To assist with Front Desk and Darkroom support, as requested by other weekend staff members
* To provided additional Facilities support as needed and directed by Facilities Coordinator or Print Production and IT Specialist
* Be responsible for training other digital lab weekend monitors when applicable, and collaborate with the Outreach Associate and head of digital lab in also training weekday digital lab monitors
* Participate in developing monitor training and customer service protocols
* Work to develop monitor training and customer service protocols
* Work to develop tasks the digital monitors can handle after training, record these tasks

**Expectations of the position:**

Possess a positive attitude and ability to collaborative

Strong organizational skills

Consistently on time and reliable

Strong customer service skills

**Benefits & Pay:**The weekend digital monitor position will:

* Be paid staff time at $9.50/hour for covering weekend shift hours
* Be issued a parking pass
* Include free use of facilities on a weekly basis
* Include free workshops approved by supervisor as part of training for position

**Scheduling Protocol:**
Shifts will be filled on a quarterly basis through a sign-up system, with priority given to Digital Monitor with seniority.

Once a commitment to a shift is made by signing up, it is part of that commitment to find coverage if unavailable to meet that commitment. If none of the three trained individuals are available to take a shift, it is the responsibility of the person who initially made the commitment to contact the Outreach Associate.