



THE
Southern Baptist
Theological Seminary

Event Media Handbook
Fall 2014

1. Introduction

Welcome to Event Media at The Southern Baptist Theological Seminary! We are delighted you are joining us as an Event Media Technician. Your role is critical in fulfilling the mission that God has given to us. It is our joy to provide professional customer service to all clients, internal and external. Thus, the enclosed information is designed to be a resource that will help you in our pursuit of excellence as a department. This manual is not designed to be all-inclusive, but rather a brief overview of our general practices.

2. Mission

Our Mission

To reinforce the mission of SBTS through Christ-exalting media production which is hospitable and excellent.

3. How To Do What We Do

3.1 Meet the Client. This creates a contact point between the client and the media team. The client needs to know the technicians serving him or her. Communication is the key to a successful event. Thus, this is a priority for our employees.

3.2 Quickly, Efficiently, and Neatly Setup the Event. This allows for troubleshooting and/or time to meet additional media requests.

3.3 Pay Attention. Technology can and will mess up. It is imperative to always be prepared in case of an audiovisual emergency.

3.4 Be Professional. Events can be stressful, but that does not allow for unprofessional attitudes and disrespectful customer service. We seek to serve the Lord by loving and serving those around us. Your attitude and presentation must represent this goal at all times.

4. Beyond the Booth

4.1 Customer Service

This is an aspect of Event Media's mission that goes beyond having a warm body filling the sound booth. Customer service is essential to what we provide as an extension of Hospitality Services at Southern Seminary. Our goal is to get out of the sound booth

and make sure the client has the best experience possible during his or her event. Ultimately, this means Event Media Technicians are to display the love of Christ to both believers and non-believers. This is accomplished by striving to provide professional media and excellent customer service during an event and a Christ-like attitude from setup to strike.

4.2 Training

All Event Media Technicians will complete a structured, six-session training program. This training will walk you through the basics of audio-visual equipment, as well as the unique applications of media across Southern Seminary's event spaces. This training will be a mix of group and individual training and will be led primarily by the Technician Coordinator or Lead Technician.

Following the training program, new Technicians will be scheduled on events with other Technicians, so that they can apply what they have learned, learn additional skills, and become fully acclimated to the policies and procedures of Event Media.

4.3 Event Setup and Strike

Standard setup time for all events is one (1) hour prior to an event unless noted otherwise on the schedule. Exceptions to this include all chapel services, Boyce Dorm Meetings, and all major conferences.

Equipment retrieved from a storage room should be returned to the same storage room upon completion of the event. In order to maintain efficiency and reliability, it is important that our equipment is easily located, and that each storage space is kept neatly organized.

The same is true for all Event Media sound booths. After each event, Technicians are expected to 1) clean the booth; 2) dispose of all trash; 3) coil all cables and store them in their appropriate locations; and 4) store all direct boxes, adapters, and other pieces of equipment in the booth's designated toolbox and/or on its designated shelf.

4.4 Security

Even though Southern Seminary is a Christian institution, it would be foolish to assume that theft is not a problem on campus – unfortunately, it is. Therefore, because of the expensive nature of Event Media equipment, storage rooms and media booths must be kept locked and secure at all times.

All Event Media Technicians are given a private 8-digit code that permits them access to the key box in Alumni Chapel. Please allot sufficient time to pick up your keys and complete the event setup before the event begins. Southern Seminary Campus Police have a policy that allows you to keep your keys for 11 hours before they need to be

returned to the key box. Please honor this rule by returning your keys after events. Continued failure to honor this rule will result in disciplinary action.

4.5 Time Clock

The Southern Baptist Theological Seminary uses an online TimeClock for all on-campus, hourly employees. Your supervisor will give you information on how to access this website.

For all events, Event Media Technicians are required to clock in upon arrival and clock out once the event is cleaned up. Missed punches should be kept to a minimum. If you miss a punch, please leave a comment within TimeClock explaining the situation.

4.6 Dress Code

For most events, Technicians are expected to wear business casual attire (khakis, nice slacks, collared dress shirts, etc.). Clothes and shoes should be in good condition with no rips, stains, or tears, and all shirts must be tucked in. During conference and fall festival setups, you are allowed to wear relaxed, yet appropriate, clothes to work in. However, before the event starts, you must be dressed for the event. For all chapels, Trustee events, and graduation, you are expected to wear a coat and tie.

4.7 Facial Hair

Event Media Technicians are expected to keep their facial hair neatly trimmed and professional in appearance. This is because they not only represent Event Media but also Southern Seminary, and are thus expected to have a professional appearance.

4.8 Scheduling

Event Media uses a third party scheduling program called “When I Work” for its employee schedules. This is accessible via desktop and mobile apps for Android and iOS. New Technicians will be sent an invitation to join “When I Work” and will then gain access to their schedules.

Technicians are expected to keep their availability for class, church, or other commitments updated on “When I Work” and are also expected to regularly check their schedules and be on time for all shifts. If they have any questions concerning their schedules, they should contact the Technician Coordinator.

4.9 Time Off

Because of the nature of event scheduling, Technicians must submit time off requests two (2) weeks in advance. Because of conferences and weekly events, we cannot guarantee that Technicians will receive the requested time off. However, we will do our best to honor your requested time off.

If a Technician is scheduled for an event, but an emergency arises, he or she is expected to find another Technician as a replacement for the event. In doing so, the Technician is also expected to contact a supervisor to inform them of the emergency and for approval of the change. However, until a replacement is found, the original technician is still responsible for the event.

4.10 Resignation

Every Event Media Technician is expected to give two weeks of notice prior to his or her scheduled resignation date.

4.11 Rental Contracts

Event Media is constantly seeking for ways to serve the greater Southern Seminary community and the local churches of Louisville. As a part of this endeavor, we offer rental contracts for churches so that they may obtain equipment that may otherwise be unavailable to them. Rental terms and rates are dependent on the item, availability, and duration of the request. The Event Media Manager must approve these rentals before the client is able to rent.

4.12 Corrective Action

Because of the many circumstances that may exist in any situation that could result in employee discipline, it is not practical to set out a specific corrective action for dealing with every potential employment problem. Southern Seminary reserves the right to determine, at its sole discretion, what disciplinary action, if any, will be taken. Furthermore, termination of employment need not be preceded by less-severe disciplinary action.

4.13 Communication

For your convenience, listed below are the names, email addresses, and phone numbers of Event Media Management and leading Technicians. Technicians will also be given access to a list of contact information for all of the part-time employees in the department through the "When I Work" program. If your information changes, please let a supervisor know immediately.

Please add the following phone numbers to your contact list.

Jeremy Griswold	jgriswold@sbts.edu	559-960-2410	Director of Events
Robert Smith	rasmith@sbts.edu	928-846-1335	Event Media Manager
Mark Owens	mowens@sbts.edu	678-350-3775	Event Media Project Coordinator
Zack Pursell	zpursell@sbts.edu	754-281-5190	Event Media Technician Coordinator
Jeremy Woodring	jwoodring@sbts.edu	502-428-9380	Event Media Scheduler

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