Benchmark Title	Sewer
Group	[5] Technical
Sub-Group	(c) Theatre
BM Pay Grade & Job Code	. Base Level (Pay Grade 3) [Job Code 288701] . Supervision Level 3, 4, or 5 (Pay Grade 4) [Job Code 288702] 
	. Second Language required, plus Supervision Level 2, 3, or 4 (Pay Grade 4) [Job Code 288702] . Second Language required, plus Supervision Level 5 (Pay Grade 5) [Job Code 288703]
Scope & Level Definition	Jobs at this level prepare and maintain theatrical costumes as required.
Sample Duties at this Level	. Takes pre-built costumes and assembles . Carries out a variety of hand and machine sewing tasks in the making, trimming, altering, and repairing of costumes and accessories for theatre productions
Knowledge (Education & Experience)	<ul> <li>High school graduation, plus two years of post-secondary education in costume or vocational sewing, plus two years of related experience OR</li> <li>An equivalent combination of education and experience</li> </ul>
Judgement, Authority, Decision Making	<ul> <li>Works under general supervision</li> <li>Work is performed in accordance with established procedures and well-defined standard practices involving limited freedom to select which methods are applicable in any given situation</li> <li>Job tasks are usually well defined through others requiring the use of established guidelines where there is little or no choice of action</li> <li>Some planning may be required</li> <li>Performs routine duties independently</li> </ul>
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul> <li>Job duties are of a straightforward procedural nature</li> <li>Assembles and maintains data and/or information and ensures its reliability and quality</li> <li>Resolves routine problems and refers other problems to senior staff.</li> <li>Some opportunity for improvement of work methods that are of a straightforward procedural nature</li> </ul>
Responsibility for the Work of Others	Levels of Supervision: [1] Is not required to supervise; may explain work procedures to new or inexperienced staff [2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff [3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers [4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers [5] Supervises more than two (2.0) FTE ongoing, permanent staff members
Interpersonal Skills	Moderate interpersonal skills are required . Verifies, explains, and/or exchanges detailed/specialized information . Selects information from more than one source . Responds to basic complaints
Working Conditions	. Work pressures, peak periods, multiple demands, deadlines or interruptions moderately impact task completion ability

Benchmark Title	Sewer
Group	[5] Technical
Sub-Group	(c) Theatre
Physical and Sensory Effort	Moderate fatigue results from: . Frequent requirement for heavy physical demands, such as pulling, pushing, and lifting heavy objects . Extended periods of sitting and/or standing in one position, with limited opportunity to move or change position . The requirement for extra attentiveness for performance of many detailed tasks requiring consistency and accuracy; the incumbent may change tasks, but most tasks have similar sensory demands
	This benchmark is for classification purposes only, and is not a job description. Benchmark qualifications represent the amount of education and experience typically required for full performance on the job, and are outlined for classification and compensation purposes. Note that specific "abilities" and "knowledge" required for the job should be outlined in the job description and posting, but are not specified in the benchmark.

Benchmark Title	Cutter
Group	[5] Technical
Sub-Group	(c) Theatre
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BM Pay Grade & Job Code	. Base Level (Pay Grade 5) [Job Code 288801] . Supervision Level 3, 4, or 5 (Pay Grade 6) [Job Code 288802]
	. Second Language required, plus Supervision Level 1, 2, or 3 (Pay Grade 6) [Job Code 288802] . Second Language required, plus Supervision Level 4 or 5 (Pay Grade 7) [Job Code 288803]
Scope & Level Definition	Jobs at this level design, prepare, and maintain theatrical costumes, with a focus on pattern making. Provides input into the budgeting process by providing estimates of fabric and time. Advises students on various facets of costume production.
Sample Duties at this Level	<ul> <li>Carries out a variety of hand and machine sewing tasks in the making, trimming, altering, and repairing of costumes and accessories for theatre productions, in consideration of variables such as stage lighting and washability.</li> <li>Makes patterns; marks out and cuts materials and fabrics to measurements of performers</li> <li>Treats fabrics with dyes to desired colour</li> <li>Demonstrates techniques of costume preparation, dyeing of fabrics and costume repair to students</li> <li>Repairs and cleans costumes during theatre performances and prior to storage</li> <li>Works with wigs and makeup for productions</li> <li>Provides input to the budgeting process, as by estimating fabric and time requirements</li> <li>Works with students in an advisory capacity</li> </ul>
Knowledge (Education & Experience)	<ul> <li>High School graduation, plus two years of vocational training in pattern making and sewing, plus three years of related experience OR</li> <li>An equivalent combination of education and experience</li> </ul>
Judgement, Authority, Decision Making	<ul> <li>Works independently under general supervision</li> <li>Work is performed in accordance with established procedures and accepted practices involving freedom to select which methods are applicable in any given situation</li> <li>Job tasks are generally standardized with ability to choose action within limits defined by standard/accepted data, information and procedures</li> <li>Organization of work to accomplish goals is expected</li> </ul>
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul> <li>Job duties cover work of an intermediate technical and/or analytical nature</li> <li>Uses initiative, interpretation, and/or ingenuity to identify potential or actual problems, investigate causes, and resolve problems</li> <li>Frequently resolves moderately complex problems, and occasionally resolves complex problems, in specialized areas, including for other staff</li> <li>Tasks require a moderate degree of artistic creativity</li> <li>Ideas developed result in moderate changes to existing procedures, practices, standards, specifications, services, or projects</li> </ul>

Benchmark Title	Cutter
Group	[5] Technical
Sub-Group	(c) Theatre
Responsibility for the Work of Others	Levels of Supervision: [1] Is not required to supervise; may explain work procedures to new or inexperienced staff [2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff [3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers [4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers
Interpersonal Skills	<ul> <li>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</li> <li>Moderate interpersonal skills are required</li> <li>Verifies, explains, and/or exchanges detailed/specialized information</li> <li>Selects information from more than one source</li> <li>Responds to basic complaints</li> </ul>
Working Conditions	. Work pressures, peak periods, multiple demands, deadlines or interruptions moderately impact task completion ability
Physical and Sensory Effort	Moderate fatigue results from: . Frequent requirement for heavy physical demands, such as pulling, pushing, and lifting heavy objects . Extended periods of sitting and/or standing in one position, with limited opportunity to move or change position . The requirement for extra attentiveness for performance of many detailed tasks requiring consistency and accuracy; the incumbent may change tasks, but most tasks have similar sensory demands
	This benchmark is for classification purposes only, and is not a job description. Benchmark qualifications represent the amount of education and experience typically required for full performance on the job, and are outlined for classification and compensation purposes. Note that specific "abilities" and "knowledge" required for the job should be outlined in the job description and posting, but are not specified in the benchmark.

Benchmark Title	Costume Specialist
Group	[5] Technical
Sub-Group	(c) Theatre
BM Pay Grade & Job Code	. Base Level (Pay Grade 9) [Job Code 288901] . Supervision Level 4 or 5 (Pay Grade 10) [Job Code 288902]
	. Second Language required, plus Supervision Level 3, 4, or 5 (Pay Grade 10) [Job Code 288902]
Scope & Level Definition	Jobs at this level utilize significant discretion and interpretation to design, prepare, and maintain theatrical costumes, under limited supervision. Plays a key role in the budgeting process by providing estimates of fabric and time and assisting in determining viable alternatives.
Sample Duties at this Level	<ul> <li>Participates in costume planning by contributing ideas</li> <li>Provides cost estimates of fabric and time requirements</li> <li>Shops for and provides materials and fabrics for costumes</li> <li>Makes patterns, takes measurements, and oversees and participates in the sewing, dyeing, and treating of costumes</li> <li>Searches for and acquires through purchase, rent, or loan all costume accessories, such as shoes, hats, gloves, wigs</li> <li>Keeps cost records to maintain expenditures within budget allocation</li> <li>Maintains condition of costumes including storage, cleaning, and repair</li> <li>Maintains costume shop equipment</li> <li>Demonstrates costume making and maintenance to students</li> <li>Working with students in an advisory capacity</li> </ul>
Knowledge (Education & Experience)	. High School graduation, plus related university degree, plus five years of related experience OR . An equivalent combination of education and experience
Judgement, Authority, Decision Making	<ul> <li>Works independently under broad direction</li> <li>Work is performed within authorized prescribed limits and/or an approved plan</li> <li>Exercises independent judgement in selecting and interpreting information, and reconciling deviations from standard methods</li> <li>Job tasks are governed generally by broad instructions, objectives, and policies, usually involving frequently changing conditions and priorities</li> <li>Assigned tasks make it necessary to determine what data and quality of data are required to make reliable decisions</li> </ul>
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul> <li>Job duties cover work of an advanced technical and/or analytical nature</li> <li>Frequently resolves complex problems in specialized areas, including for other staff</li> <li>Tasks require considerable artistic creativity</li> <li>Uses initiative, interpretation, and/or ingenuity to develop, implement, and evaluate innovative procedures, practices, standards, specifications, services, or projects</li> </ul>

Benchmark Title	Costume Specialist
Group	[5] Technical
Sub-Group	(c) Theatre
Responsibility for the Work of Others	Levels of Supervision: [1] Is not required to supervise; may explain work procedures to new or inexperienced staff [2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff [3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers [4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers [5] Supervises more than two (2.0) FTE ongoing, permanent staff members
Interpersonal Skills	A high level of interpersonal skill is required . Provides assistance and emotional support to individuals who are under stress or in crisis, showing empathy and sensitivity . Actively listens, and probes for information to clarify complex requests . Provides interpretation of a complex nature . Makes informal demonstrations or presentations in areas of expertise . Provides training and/or instruction of a routine nature in areas of expertise
Working Conditions	. Work pressures, peak periods, multiple demands, deadlines or interruptions severely impact task completion ability
Physical and Sensory Effort	Significant fatigue results from: . Continuous requirement for heavy physical demands, such as pulling, pushing, and lifting heavy objects . The requirement for extra attentiveness for performance of most tasks, which are complex and/or lengthy, and/or for which maintenance of accuracy is critical and challenging . The incumbent often does not have the freedom to change tasks because one or more task must be completed within a critical time frame, and/or because the incumbent alone must complete key parts of processes
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Benchmark Title	Stage & Lighting Technician 1
Group	[5] Technical
Sub-Group	(c) Theatre
BM Pay Grade & Job Code	. Base Level (Pay Grade 3) [Job Code 289001] . Supervision Level 4 or 5 (Pay Grade 4) [Job Code 289002]
	. Second Language required, plus Supervision Level 2, 3, 4, or 5 (Pay Grade 4) [Job Code 289002]
Scope & Level	Jobs at this level assist with the preparation of stage settings, lighting, and
Definition	audiovisual effects, as required.
Sample Duties at this Level	<ul> <li>Provides assistance such as installing stage settings and lighting (e.g., hanging, focusing, and operation)</li> <li>Assists with the assembly and set up of audio visual equipment</li> <li>Assists with maintenance of inventory of sets, props, and accessories, repairing or replacing items as required</li> </ul>
Knowledge (Education & Experience)	. High school graduation, plus two years of post-secondary education, plus one year of related experience OR
	. An equivalent combination of education and experience
Judgement, Authority, Decision Making	<ul> <li>Works under general supervision</li> <li>Work is performed in accordance with established procedures and well-defined standard practices involving limited freedom to select which methods are applicable in any given situation</li> <li>Job tasks are usually well defined through others requiring the use of established guidelines where there is little or no choice of action</li> <li>Some planning may be required</li> <li>Performs routine duties independently</li> </ul>
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul> <li>Job duties are of a straightforward procedural nature</li> <li>Assembles and maintains data and/or information and ensures its reliability and quality</li> <li>Resolves routine problems and refers other problems to senior staff.</li> <li>Some opportunity for improvement of work methods that are of a straightforward procedural nature</li> </ul>
Responsibility for the Work of Others	Levels of Supervision: [1] Is not required to supervise; may explain work procedures to new or inexperienced staff [2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff [3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers [4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers [5] Supervises more than two (2.0) FTE ongoing, permanent staff members
Interpersonal Skills	Moderate interpersonal skills are required . Verifies, explains, and/or exchanges detailed/specialized information . Selects information from more than one source . Responds to basic complaints
Working Conditions	. Work pressures, peak periods, multiple demands, deadlines or interruptions moderately impact task completion ability

Benchmark Title	Stage & Lighting Technician 1
Group	[5] Technical
Sub-Group	(c) Theatre
Physical and Sensory Effort	<ul> <li>Significant fatigue results from:</li> <li>Continuous requirement for heavy physical demands, such as pulling, pushing, and lifting heavy objects</li> <li>The requirement for extra attentiveness for performance of most tasks, which are complex and/or lengthy, and/or for which maintenance of accuracy is critical and challenging</li> <li>The incumbent often does not have the freedom to change tasks because one or more task must be completed within a critical time frame, and/or because the incumbent alone must complete key parts of processes</li> </ul>
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Benchmark Title	Stage & Lighting Technician 2
Group	[5] Technical
Sub-Group	(c) Theatre
BM Pay Grade &	. Base Level (Pay Grade 6) [Job Code 289101] . Supervision Level 4 or 5 (Pay Grade 7) [Job Code 289102] 
Job Code	. Second Language required, plus Supervision Level 3, 4, or 5 (Pay Grade 7) [Job Code 289102]
Coope & Lovel	Labo at this loval propers at an estimate lighting, and audiovisual offects, as
Scope & Level Definition	Jobs at this level prepare stage settings, lighting, and audiovisual effects, as required.
	. Constructs, paints, and installs stage settings from pre-established plans and
	drawings, and written or verbal instructions
	. Arranges lighting requirements, including hanging, focusing, and operation of
Sample Duties at	control board
this Level	. Assembles and sets up audio visual equipment as required
	. Assists with maintenance of inventory of sets, props, and accessories, repairing
	or replacing items as required
Knowledge	. High school graduation, plus completion of two years of specialized training in
(Education &	theatre crafts at a technical institute, plus three years of related experience
Experience)	Or
. ,	. An equivalent combination of education and experience
	. Works independently under general supervision
	. Work is performed in accordance with established procedures and accepted
Judgement,	practices involving freedom to select which methods are applicable in any given
Authority, Decision	situation
Making	. Job tasks are generally standardized with ability to choose action within limits
	defined by standard/accepted data, information and procedures
	. Organization of work to accomplish goals is expected
	. Job duties cover work of an intermediate technical and/or analytical nature
Creativity Drahlam	. Uses initiative, interpretation, and/or ingenuity to identify potential or actual
Creativity, Problem	problems, investigate causes, and resolve problems . Frequently resolves moderately complex problems, and occasionally resolves
Solving, Analytic and/or Technical Thinking	complex problems, in specialized areas, including for other staff
	. Tasks require a moderate degree of artistic creativity
	. Ideas developed result in moderate changes to existing procedures, practices,
	standards, specifications, services, or projects
	Levels of Supervision:
	[1] Is not required to supervise; may explain work procedures to new or
Posponsibility for	inexperienced staff
	[2] Formally trains new staff on work procedures, and/or oversees work of
	students and/or temporary staff [3] Supervises up to and including one (1.0) FTE ongoing, permanent staff
Responsibility for the Work of Others	member, and/or up to and including five (5) temporary staff, students, and/or
the work of Others	volunteers
	[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing,
	permanent staff members, and/or more than five (5) temporary staff, students,
	and/or volunteers
	[5] Supervises more than two (2.0) FTE ongoing, permanent staff members

Benchmark Title	Stage & Lighting Technician 2
Group	[5] Technical
Sub-Group	(c) Theatre
Interpersonal Skills	Considerable interpersonal skills are required . Builds rapport and defuses tense situations with people who may be difficult or challenging . Actively listens, and probes for information to clarify requests . Uses tact and discretion when discussing problems and eliciting sensitive or confidential information . Provides interpretation of a routine to moderately complex nature . Makes informal demonstrations or presentations in areas of expertise
Working Conditions	. Work pressures, peak periods, multiple demands, deadlines or interruptions moderately impact task completion ability
Physical and Sensory Effort	Significant fatigue results from: . Continuous requirement for heavy physical demands, such as pulling, pushing, and lifting heavy objects . The requirement for extra attentiveness for performance of most tasks, which are complex and/or lengthy, and/or for which maintenance of accuracy is critical and challenging . The incumbent often does not have the freedom to change tasks because one or more task must be completed within a critical time frame, and/or because the incumbent alone must complete key parts of processes
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Benchmark Title	Stage & Lighting Specialist
Group	[5] Technical
Sub-Group	(c) Theatre
BM Pay Grade &	. Base Level (Pay Grade 9) [Job Code 289201] . Supervision Level 4 or 5 (Pay Grade 10) [Job Code 289202]
Job Code	. Second Language required, plus Supervision Level 3, 4, or 5 (Pay Grade 10) [Job Code 289202]
Scope & Level Definition	Jobs at this level utilize significant discretion and interpretation to prepare stage settings, lighting, and audiovisual effects for theatre productions, under limited supervision. Plays a key role in the budgeting process by providing estimates of material and time and assisting in determining viable alternatives. Advises students on various facets of stage and lighting.
Sample Duties at this Level	<ul> <li>Participates in the planning of productions by contributing ideas to achieve scenic, lighting, and audiovisual effects</li> <li>Does electrical wiring of lighting equipment and motorized devices for stage effects</li> <li>Participates in the budgeting process by providing material and time estimates</li> <li>Designs and arranges lighting requirements</li> <li>Assembles and sets up audiovisual equipment requirements</li> <li>Maintains equipment, and ensures stock level of inventory of equipment is adequate</li> <li>Arranges and oversees arrangement of seating in the studio</li> </ul>
Knowledge (Education & Experience)	<ul> <li>High School graduation, plus related university degree, plus five years of related experience Or</li> <li>An equivalent combination of education and experience</li> </ul>
Judgement, Authority, Decision Making	<ul> <li>Works independently under broad direction</li> <li>Work is performed within authorized prescribed limits and/or an approved plan</li> <li>Exercises independent judgement in selecting and interpreting information, and reconciling deviations from standard methods</li> <li>Job tasks are governed generally by broad instructions, objectives, and policies, usually involving frequently changing conditions and priorities</li> <li>Assigned tasks make it necessary to determine what data and quality of data are required to make reliable decisions</li> </ul>
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul> <li>Job duties cover work of an advanced technical and/or analytical nature</li> <li>Frequently resolves complex problems in specialized areas, including for other staff</li> <li>Tasks require considerable artistic creativity</li> <li>Uses initiative, interpretation, and/or ingenuity to develop, implement, and evaluate innovative procedures, practices, standards, specifications, services, or projects</li> </ul>

Benchmark Title	Stage & Lighting Specialist
Group	[5] Technical
Sub-Group	(c) Theatre
Responsibility for the Work of Others	Levels of Supervision: [1] Is not required to supervise; may explain work procedures to new or inexperienced staff [2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff [3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers [4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers [5] Supervises more than two (2.0) FTE ongoing, permanent staff members
Interpersonal Skills	A high level of interpersonal skill is required . Provides assistance and emotional support to individuals who are under stress or in crisis, showing empathy and sensitivity . Actively listens, and probes for information to clarify complex requests . Provides interpretation of a complex nature . Makes informal demonstrations or presentations in areas of expertise . Provides training and/or instruction of a routine nature in areas of expertise
Working Conditions	. Work pressures, peak periods, multiple demands, deadlines or interruptions severely impact task completion ability
Physical and Sensory Effort	Significant fatigue results from: . Continuous requirement for heavy physical demands, such as pulling, pushing, and lifting heavy objects . The requirement for extra attentiveness for performance of most tasks, which are complex and/or lengthy, and/or for which maintenance of accuracy is critical and challenging . The incumbent often does not have the freedom to change tasks because one or more task must be completed within a critical time frame, and/or because the incumbent alone must complete key parts of processes
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	Benchmark qualifications represent the amount of education and experience typically required for full performance on the job, and are outlined for classification and compensation purposes. Note that specific "abilities" and "knowledge" required for the job should be outlined in the job description and posting, but are not specified in the benchmark.

Benchmark Title	Properties Specialist
Group	[5] Technical
Sub-Group	(c) Theatre
BM Pay Grade & Job Code	. Base Level (Pay Grade 9) [Job Code 289301] . Supervision Level 4 or 5 (Pay Grade 10) [Job Code 289302]
	. Second Language required, plus Supervision Level 3, 4, or 5 (Pay Grade 10) [Job Code 289302]
Scope & Level Definition	Jobs at this level utilize significant discretion and interpretation to design, prepare, and acquire theatrical properties, under limited supervision. Plays a key role in the budgeting process by providing estimates of material and time and assisting in determining viable alternatives. Advises students on various facets of properties production.
Sample Duties at this Level	<ul> <li>Participates in planning of stage property requirements by contributing ideas and by providing cost estimates</li> <li>Researches, creates, or acquires stage properties through loan or rental</li> <li>Maintains cost records and plans purchases to maintain expenditures within budget allocations</li> <li>Demonstrates and assists with property making for Theatre labs, lectures, and discussion groups (e.g., sculpting, carpentry, upholstery, molding and casting, fabric dyeing, and finishing painting)</li> <li>Issues and arranges properties during rehearsals and stage performances</li> <li>Provides properties for class work</li> <li>Maintains property shop equipment, inventory, and properties</li> <li>Demonstrates the use of makeup</li> <li>Maintains makeup inventory and requests/purchases stock replenishments</li> <li>Oversees external loans of equipment and properties</li> <li>Estimate material and time requirements in the budgeting process</li> <li>Acts as a community resource person for information on properties and materials</li> </ul>
Knowledge (Education & Experience)	High school graduation, plus related university degree, plus five years of related experience Or     An equivalent combination of education and experience
Judgement, Authority, Decision Making	<ul> <li>Works independently under broad direction</li> <li>Work is performed within authorized prescribed limits and/or an approved plan</li> <li>Exercises independent judgement in selecting and interpreting information, and reconciling deviations from standard methods</li> <li>Job tasks are governed generally by broad instructions, objectives, and policies, usually involving frequently changing conditions and priorities</li> <li>Assigned tasks make it necessary to determine what data and quality of data are required to make reliable decisions</li> </ul>
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul> <li>Job duties cover work of an advanced technical and/or analytical nature</li> <li>Frequently resolves complex problems in specialized areas, including for other staff</li> <li>Tasks require considerable artistic creativity</li> <li>Uses initiative, interpretation, and/or ingenuity to develop, implement, and evaluate innovative procedures, practices, standards, specifications, services, or projects</li> </ul>

Benchmark Title	Properties Specialist
Group	[5] Technical
Sub-Group	(c) Theatre
Responsibility for the Work of Others	Levels of Supervision: [1] Is not required to supervise; may explain work procedures to new or inexperienced staff [2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff [3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers [4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers [5] Supervises more than two (2.0) FTE ongoing, permanent staff members
Interpersonal Skills	<ul> <li>A high level of interpersonal skill is required</li> <li>Provides assistance and emotional support to individuals who are under stress or in crisis, showing empathy and sensitivity</li> <li>Actively listens, and probes for information to clarify complex requests</li> <li>Provides interpretation of a complex nature</li> <li>Makes informal demonstrations or presentations in areas of expertise</li> <li>Provides training and/or instruction of a routine nature in areas of expertise</li> </ul>
Working Conditions	. Work pressures, peak periods, multiple demands, deadlines or interruptions severely impact task completion ability
Physical and Sensory Effort	Significant fatigue results from: . The requirement for extra attentiveness for performance of most tasks, which are complex and/or lengthy, and/or for which maintenance of accuracy is critical and challenging . The incumbent often does not have the freedom to change tasks because one or more task must be completed within a critical time frame, and/or because the incumbent alone must complete key parts of processes
	This benchmark is for classification purposes only, and is not a job description. Benchmark qualifications represent the amount of education and experience typically required for full performance on the job, and are outlined for classification and compensation purposes. Note that specific "abilities" and "knowledge" required for the job should be outlined in the job description and posting, but are not specified in the benchmark.