### **Position Overview**

A Technician is responsible for the set up and operation of basic / small-scale audiovisual systems in a hospitality environment while ensuring complete customer satisfaction. This position reports to an Operations Manager, Operations Director or Director, Event Technology.

### **Key Job Responsibilities**

**Equipment Operation**

* Ensures a flawlessly executed event through accurate and timely setup, operation, and breakdown of basic audiovisual equipment as listed in the technical qualifications section.

**Customer Service**

* Strives to exceed the expectations and needs of internal and external customers.
* Maintains a positive relationship with all clients through effective communication.
* Meets with guests on site to ensure that their needs are met and the equipment setup is working properly.
* Monitors events and checks in on customers throughout the day.
* Understands and fosters the hotel/client relationship.

**Technical Ability**

* Understands the technical aspects of the job and demonstrates basic operational ability to troubleshoot and problem solve with equipment and software issues.
* Handles equipment challenges and changes in a timely and professional manner.

**Systems Knowledge**

* Understands company processes, follows procedures and completes systems entry and paperwork accurately.
* Uses the equipment sheets to determine the equipment scheduled for set up and for strike. Interacts with other staff and outside vendors for equipment.
* Increases revenue by utilizing floor up-selling techniques.
* Works with clients to finalize invoices.
* Completes order entries in Navigator, as needed.

**Job Qualifications**

* High School Diploma required. Associate’s degree is preferred.
* Achieve Technical Level 3 Certification per Encore Technical Skillset Matrix within 180 days (Technical [Skill Set Matrix](https://intranet.psav.com/HumanResources/traininganddevelopment/Pages/default.aspx) or @Encore/HR/Global Learning).
* 1 year of customer service or hospitality experience is preferred.
* 1 year of audio visual experience or equivalent in educational environment is preferred.
* A valid driver’s license is required for team members that may operate Company vehicles.
* Additional DOT requirement may need to be met if applicable.

**Competencies**

* Ownership
* Hospitality
* Professionalism
* Responsiveness
* Safety Conscious
* Action Oriented
* Tech Savvy
* Ensures Accountability

**Physical Requirements**

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| **Physical Requirements** | **Hours Per Day** |  | **Lifting Requirements** | **Frequency** |
| Sitting | 2-3 hours |  | Lifting 0 - 15 lbs\* | Continuously |
| Standing | 4-5 hours |  | Lifting 16 – 50 lbs\* | Frequently |
| Walking | 4-5 hours |  | Lifting 51 - 100 lbs (2+ persons) | Occasionally |
| Stooping | 2-3 hours |  | Lifting Over 100 lbs (2+ persons) | Occasionally |
| Crawling | 2-3 hours |  |  |  |
| Kneeling | 2-3 hours |  | **Carrying Requirements** | **Frequency** |
| Bending | 2-3 hours |  | Carrying 0 - 15 lbs\* | Continuously |
| Reaching (above your head) | 2-3 hours |  | Carrying 16 – 50 lbs\* | Frequently |
| Climbing | 0-1 hours |  | Carrying 51 - 100 lbs (2+ persons) | Occasionally |
| Grasping | 4-5 hours |  | Carrying Over 100 lbs | Never |
|  |  |  |  |  |
| **Auditory/Visual Requirements** | **Frequency** |  | **Pushing/Pulling Requirements** | **Frequency** |
| Close Vision | Continuously |  | Pushing/Pulling 0 - 15 lbs\* | Continuously |
| Distance Vision | Continuously |  | Pushing/Pulling 16 – 50 lbs\* | Frequently |
| Color Vision | Frequently |  | Pushing/Pulling 51 - 100 lbs\* | Frequently |
| Peripheral Vision | Occasionally |  | Pushing/Pulling Over 100 lbs | Occasionally |
| Depth Perception | Frequently |  | \*Identifies the physical requirements that team members perform without assistance. | |
| Hearing | Continuously |  |

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### **Work Environment**

**Hotel**

Work is performed in a hotel/convention center environment with moderate exposure to outdoor temperatures and to dirt, sand and/or dust.  The working conditions will vary between moderately quiet to noisy volumes.  Team members will use high-end audio visual equipment and electrical components, and will be exposed to heights via lifts and ladders.  Team members may be asked to work in multiple hotel locations.  Working times will include irregular hours and on-call status including days, evenings, weekends and holidays.   Team members must adhere to appearance guidelines as defined by Encore based on an individual hotel or a representation of hotels in that city or area.

<AND/OR>

**Warehouse**

Work is performed at event venues as well as in a warehouse environment. Team members must adhere to appearance guidelines as defined by Encore based in a warehouse environment and when traveling, on an individual venue or a representation of venues in that city or area. When in the Warehouse, work will be completed in an environment with exposure to outdoor temperatures and to dirt, sand and/or dust.  The working conditions will vary between moderately quiet to noisy volumes.  Team members may use high-end audio visual equipment and electrical components.  Working times may include irregular hours and on-call status including days, evenings, weekends and holidays.

*The above information on this description is not necessarily an exhaustive list of all responsibilities, duties, skills, efforts, requirements or working conditions associated with the job.  While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed as assigned.*