



Event Technology Manager

Job Overview

Responsible for the overall management of our AV service to assigned hotel(s) with an emphasis on delivering superior customer service. Acts as primary liason with the hotel /clients to handle any issues. Drives the profitability of the operation by growing sales and managing the variable costs. Supports local marketing and sales development within local region and can help in operation process support for local new hotel openings.

Key Job Responsibilities

- Technical Delivery

Directs day-to-day floor operations including setting, striking and operation of AV equipment for hotel customers in accordance with Standard Operating Procedures, whilst at all times portraying a polished and professional image. Supervise security, inventory control, transportation and maintenance of equipment.

- Account Management

Provide outstanding customer service to clients by establishing excellent working relationships with hotel staff and executives, client representatives and company team members. Proactively encourage end clients to provide feedback through the customer feedback questionnaire. Mentor direct reports to also provide an excellent level of customer service.

- Sales Development

Manage and proactively execute the company sales process through advanced client contact. Improve and leverage the location and property's market position and share.

- Financial & Information Management

Manage an efficient and profitable AV (and Business Centre) operation. Focus on revenue maximization and cost control accordingly with the Standard Operating Procedures. Complete standard and as needed reports accurately and on time. Actively participates in overall company programs/committees where applicable.

- People Development

Maintain a positive employee relations environment for all team members. Manage performance, address employee concerns, maintain adequate staffing levels, and facilitate team development. Lead by example in portraying a polished, professional image.



Job Requirements

- Bachelor degree or equivalent experience
- Three or more years of audiovisual technical experience, including at least one year of previous supervisory experience
- Proficiency in the use of the audiovisual equipment and company computer software and systems
- Effective leadership abilities and customer satisfaction focus.

Competencies

- Attention to communication
- Excellent Customer Service
- Sales proficiency
- Teamwork