



Event Technology Specialist

Job Overview

Delivering a superior quality audiovisual service within the allocated hotel that goes beyond customer expectations by utilizing technical knowledge, hospitality skills and up-selling techniques.

Key Job Responsibilities

Weight

Technical Delivery

(40-70) %

Rig and de-rig AV equipment in meeting rooms for use by clients / customers in accordance with PSAV Europe Standard Operations Procedures. Ensure all items are accounted for before and after each event by following proper security, storage, transportation and maintenance procedures. Operate AV equipment when required by the client including sound systems, LCDs, projectors and PCs.

Hospitality

(20-30) %

Provide outstanding customer service by establishing excellent working relationships with hotel staff, client Representatives and fellow PSAV Europe employees.

Sales Development

(5-15) %

Maximize revenue potential available to PSAV Europe by using proven sales techniques to up-sell AV equipment / services to clients. Preparation and follow up on sales quotes when required.

Systems Management

(5-15) %

Use and understand PSAV computer systems and software programs

Financial & Information Management

(0-15) %

Co-operate / manage an efficient and profitable AV operation. Focus on revenue maximization and cost control in accordance with Standard Operating Procedures. Complete standard and as needed reports accurately and on time.

Job Requirements

- 5 GCSEs or equivalent is essential and an HNC or equivalent in an AV related subject or Hospitality based subject would be preferable.
- Ideally should have some experience in the hospitality industry, and exposure to AV equipment along with some basic sales familiarity.

Competencies

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