



## Event Technology Deputy Manager

### Job Overview

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

<b>Key Job Responsibilities</b>	<b>Weight</b>
Technical Delivery	(40-70) %
Rig and de-rig equipment in accordance to SOP. 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 working relationships with hotel staff, client representatives and fellow PSAV Europe employees.	
Sales Development	(5-15) %
Maximise 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 and Information management

(0-15) %

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

## **Job Requirements**

5 GCSEs or equivalent and a HNC or equivalent in an AV related subject or hospitality based subject would be preferable.

Some experience in the hospitality industry, and exposure to AV equipment along with some basic sales familiarity.

## **Competencies**

Excellent customer service  
Can do attitude