

Title: Audio Visual Manager

Job Code: 8043

Pay Range: 324

FLSA Status: Exempt –
Executive/Supervisory

Employee Group: MERC Non-Represented

Established: November 2014

Revised: NA

EEO Category: Officials/Administrators

CLASSIFICATION DESCRIPTION

Manage, supervise and coordinate the daily operations of audio visual sales and audio visual technical staff. Develop and implement departmental policies, programs, and services to ensure effective utilization of resources and regulatory compliance. Serve as member of the management team.

DUTIES AND RESPONSIBILITIES

1. Manages, supervises and oversees all aspects of audio visual services and initiatives for the sales, planning, set-up, production and post-production, including revenue opportunities at the facility.
2. Manages and supervises Audio Visual Production Supervisor, Audio Visual Sales Coordinators and indirectly, Audio Visual Lead Technicians and part-time Audio Visual Technician staff. Responsibilities include recruitment, hiring, discipline and termination; evaluating staff and writing performance appraisals.
3. Represents the facility to potential clients. Conducts tours, answers questions, provides information regarding services, policies and procedures; and assists clients in finalizing arrangements and agreements.
4. Participates in the development of goals, planning, objectives, policies and priorities of assigned programs and functions.
5. Oversees, coordinates and manages the work of vendors, contractors and consultants; obtains bids and quotes; negotiates contracts; coordinates activities with clients, exhibitors, vendors, contractors and other departments to ensure services are appropriate and performed in a safe, efficient and timely manner;
6. Assists the Director in developing and administering the annual department budget. Monitors service levels, labor costs, products and prices, and facility and maintenance needs to help assure compliance to established budget and to provide input to budget formulation and service planning; may include sales forecasts and cost/project estimates, and contract management.
7. Oversees, researches and evaluates assigned systems; recommends improvements, modifications and purchases.
8. Provides strategic support, including input to the planning process for short and long-term goals. Carries out strategic initiatives.
9. Assists the Director with a high level of expertise. Makes recommendations, provides information, and prepares and presents reports, revenue forecasts, and statistical

- analysis on departmental operations and activities.
10. Coordinates efforts and activities with other internal work units and departments and with outside agencies and organizations, and contractors. Participates on, and/or leads, various committees, meetings and workgroups.
 11. Maintains, and exhibits discretion with, confidential and/or sensitive information.
 12. Ensures work is performed in compliance with codes, ordinances, regulations, and other requirements, including but not limited to, Leadership in Environmental and Energy Design Certification (LEED), and OSHA.

Secondary:

1. Inspects building for event readiness.
2. Reconciles department paperwork, such as payroll time sheets and credit card statements.
3. Acts as consultant to clients; provides assistance in all aspects of audio visual sales, event planning, execution and follow-up.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
 - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
 - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
 - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
 - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
 - Demonstrate sustainable practices in applicable field and generally for resource use and protection
 - Work assigned schedule (if applicable); exhibit regular and predictable attendance
 - Practice safe work habits
 - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
4. Perform other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

- Bachelor's Degree in communications media, business administration or a related field and
- A minimum of five (5) years of live audio visual production experience, including three (3)

- years experience in a similar venue facility, and
- A minimum of three (3) years of lead or supervisory experience, or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities

Knowledge, Skills and Abilities:

- Pertinent Federal, State, and local laws, codes and regulations that affect and impact the department
- Audio visual technical sales and service, including use of AV equipment, supplies, and maintenance
- Organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs
- Analyze information and use logic to resolve issues and problems
- Establish and maintain cooperative working relationships with all persons contacted in the course of work
- Communicate clearly and concisely, both orally and in writing, including public speaking skills
- Recognize and evaluate various options and opportunities and determine the most effective course of action
- Lead and manage staff and resources in an effective and efficient manner
- Manage projects and coordinate the work of staff, vendors and contractors effectively
- Work with information management systems, and adapt quickly to system changes and updates
- Work various hours, including evening, weekends, and holidays
- Perform all position essential duties and responsibilities
- Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability
- Work assigned schedule and exhibit regular and predictable attendance
- Work in a safe manner and follow safety policies, practices and procedures
- Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate

Additional Requirements:

- Successfully pass the background check and screening requirements required for the position

SUPERVISION RECEIVED

This position reports to the Director of Operations when working at the Oregon Convention Center. At other MERC venues the supervision received may be from a different position.

SUPERVISION EXERCISED

The incumbent is responsible to carry out the full spectrum of supervisory responsibilities in accordance with the agency's policies and applicable laws. Responsibilities include hiring and

training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

RELATIONSHIPS/CONTACTS

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

WORK ENVIRONMENT

- Majority of work is completed in a general office environment with exposure to moderate levels of noise in a well-lit, well-ventilated and moderately paced environment
- Continuously required to read a computer screen; perform repetitive motions of hands and wrist; hear and/or respond to verbal/audio cues
- Frequently required to stand and/or walk for extended periods of time
- Occasionally required to sit for extended periods of time
- Rarely required to stoop, kneel, crouch or crawl; twist and/or bend; reach with hands and arms; climb and/or balance; lift, push, pull and/or carry objects up to 50 pounds; exposed to fumes or airborne particles; exposed to outdoor weather conditions; work near or around electricity
- As necessary to meet workload demands, works outside of typical schedule including evening/weekend hours. Work may require travel to off-site locations

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.