

PERDIDO BEACH RESORT
Position Description

Position Title: **AV Specialist**

Department: **Wave AV**

Reports to: IT Department and Special Projects

FLSA Designation: Nonexempt

Date Written/Revised: 02/26/2014

POSITION PURPOSE:

Provides customers the installation of audio, video, electronic communications, presentation systems equipment and setup of tradeshow exhibit booths.

EXAMPLES OF DUTIES:

- Setup and prepare AV equipment for operation, in accordance with user needs.
- Perform preventative maintenance procedures on all AV equipment on a schedule basis.
- Perform basic troubleshooting of hardware and software on all AV equipment. Utilizes contracted vendor for assistance as needed in the troubleshooting process.
- Assist users with problems encountered while using systems within the Resort.
- Must provide courteous and friendly service to all staff and customers.

Other:

Regular attendance in conformance with the standards, which may be established by the Resort from time to time, is essential to the successful performance of this position. Employees with irregular attendance will be subject to disciplinary action, up to and including termination of employment.

Due to the cyclical nature of the hospitality industry, employees may be required to work varying schedules to reflect the business needs of the hotel.

Upon employment, all employees are required to fully comply with Resort rules and regulations for the safe and efficient operation of hotel facilities. Employees who violate Hotel rules and regulations will be subject to disciplinary action, up to and including termination of employment.

SUPPORTIVE FUNCTIONS:

In addition to performance of the essential functions, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the supervisor based upon the particular requirements of the hotel.

Will also work closely with the Resort's IT department taking direction from the manager of IT.

SPECIFIC JOB KNOWLEDGE, SKILL AND ABILITY

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

- Exceptional ability to effectively deal with internal and external customers, some of whom will require high levels of patience, tact and diplomacy to defuse anger and collect accurate information and resolve conflicts.

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- Basic mathematical and calculator skills to prepare mathematical calculations without error, e.g., purchasing tickets for guests.
- Ability to listen effectively, to speak and write English clearly.
- Ability to access and accurately input information using a moderately complex computer system.
- Ability to stand, walk and/or sit and continuously perform essential job functions.
- Hearing and visual ability to observe and detect signs of emergency situations.
- Experience with computers, Windows and Mac operating systems with fundamental skill sets in Office toolsets necessary to trouble shoot.
- Experience with ip protocols, networking, web streaming and video conferencing is helpful.

QUALIFICATION STANDARDS

Education:

Preferred educational background would consist of formal technical electronics training.

Experience:

0-3 Years

Licenses or certificates:

Certified Technology Specialist (CTS) preferred

Grooming:

All employees must maintain a neat, clean and well groomed appearance (specific standards available).

Other:

The ability to work independently, be self-directed and inter-act with fellow employees and customers in a professional manner has direct results on success in this position.

Ability to work flexible hours including weekends and nights.

Employee Signature: _____ Date: _____