



Position	Division	Department	Payroll Status	Start Date	End Date
A/V Supervisor	CATERING & CONVENTION SERVICES	BANQUET OPERATIONS	PART TIME/ON CALL	now hiring	REGULAR

JOB SUMMARY: This position is to provide top quality sales and service in Audio Visual operations. To ensure that we are in an industry that promotes leaders in our Audio Visual service and knowledge. The AV Supervisor oversees AV operations and AV personnel. Fosters positive working relationships, supports staff & in house clients. Supports staff with day to day information on groups and meeting set ups. Oversees equipment inventory and sub-rental equipment.

ESSENTIAL RESPONSIBILITIES:

- Audio Visual Development: Meeting with vendors to ensure best product available at the best price.
- To ensure all staff have full knowledge of Audio Visual, product, and service.
- To ensure that our equipment is cutting edge and geared towards profitability.
- Our Audio Visual inventory continuously evolving and are cutting edge.
- To ensure that there is daily communication with the Catering and Banquet Staff.
- To ensure equipment maintained and proper pricing is involved. Also to ensure product is ready and available for banquet and catering events.
- To ensure that all events are set one hour prior the event's scheduled start time.
- To meet with the client before the event begins to ensure that everything has been set to the clients specifications
- To contact clients when necessary to make suggestions and constantly strive to up-sell and achieve maximum profitability.
- Setting up and taking down Audio Visual equipment to specifications. Always keeping the safe handling and care of the equipment a top priority.
- Cost containment: To ensure inventories are established and maintained. Cost controls put into place and maintained. (For example but not limited too – Guest checks and items being entered into the billing systems – 20% mark up on rented items, inventory, etc.)
- P.O.S system functions of proper pricing and Audio Visual menu pricing updates quarterly.
- Audio Visual list pricing evaluated quarterly.
- Inventory management (Don't run out/Don't have excess)
- Understand and manage payroll and budgets.
- Employee management: Schedule management to include but not limited to writing Audio Visual schedules, covering tardiness, call offs, and etc.
- Manage coaching and counseling of AV staff, documentation if and when specifies by direct reports or H.R.D.
- Regularly training sessions with the staff on procedures and products.
 - Daily operations being on "The Floor" and ensuring guest experiences are positive.
 - Self development (researching new equipment, sales techniques etc.) This resulting in self development.

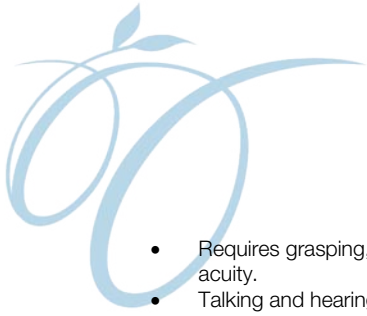
REQUIREMENTS:

- Must be able to speak, read, write and understand the primary language(s) used in the workplace.
- Must be able to read and write to facilitate the communication process.
- Requires good communication skills, both verbal and written.
- Must possess basic computational ability.
- Must possess basic computer skills.
- Knowledge of computer accounting programs, math skills as well as budgetary analysis capabilities required.
- Ability to supervise subordinate staff, including, but not limited to, assignment of duties, evaluating service and taking disciplinary action when necessary.
- Ability to solve problems and make rational decisions.
- Knowledge of resort Audio Visual operations.
- Knowledge of basic sales techniques.
- Working knowledge of federal, state and local laws governing equal employment opportunity and civil rights, occupational safety and health, wage and hour issues, and labor relations, including, but not limited to the following statutes and their comparable state and local laws (where applicable): Title VII, ADEA, Equal Pay Act, Pregnancy Discrimination Act, FLSA, ADA, OSHA, FMLA, and NLRA.
- Exceptional communication and customer service skills, sales experience, extensive knowledge of AV equipment, good computer and software skills are a must.

PHYSICAL DEMANDS:

- Most work tasks are performed indoors. Temperature generally is moderate and controlled by resort environmental systems; however, must be able to work in extreme temperatures and weather conditions.
- Position requires walking and giving direction most of the working day; must be able to stand and exert well-paced mobility for up to 4 hours in length. Length of time of these tasks may vary from day to day and task to task.
- Must be able to exert well-paced ability to reach different areas and other departments of the resort on a timely basis.
- Must be able to exert well-paced ability in limited space.
- Must be able to bend, stoop, squat and stretch to fulfill cleaning tasks.
- Must be able to lift up to 50 lbs. on a regular and continuing basis.
- Must be able to lift equipment weighing up to 30 lbs. frequently.
- Must be able to push and pull carts and equipment weighing up to 250 lbs. occasionally.





- Requires grasping, writing, standing, sitting, walking, repetitive motions, bending, climbing, listening and hearing ability and visual acuity.
- Talking and hearing occur continuously in the process of communicating with guests, supervisors and subordinates.
- Vision occurs continuously with the most common visual functions being those of near vision and depth perception.
- Requires manual dexterity to use and operate all necessary equipment.
- Must have finger dexterity to be able to operate office equipment such as computers, printers, 10-key adding machine, electric typewriter, multi-line touch tone phone, filing cabinets, FAX machines, photocopiers, dolly and other office equipment as needed.

QUALIFICATIONS:

- Must be at least 18 years of age or older.
- High school or equivalent education required. Bachelor's Degree preferred.
- 3+ years previous Audio Visual management experience required.
- Previous experience with Delphi preferred.

