



OUR VISION:

To be the acknowledged leader in public assembly venue management in the region

OUR MISSION:

To enhance the livability and economic vitality of the metropolitan region through sound stewardship, expert management and creative development of the region's public assembly venues

OUR VALUES:

Respect ~ Excellence ~ Teamwork ~ Innovation ~ Community

Job Title	Services Sales Coordinator II	Bargaining Unit	Non-represented
Functional Job Family	Sales & Marketing	Classification #	8507
FLSA	<input checked="" type="checkbox"/> Exempt - Administrative <input type="checkbox"/> Non-Exempt	Salary Grade #	322
Position Status	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	Revision Date	May 2010

Classification Description:

Promote and sell audiovisual services provided by Oregon Convention Center (OCC) to promoters and exhibitors. Provide customer service to exhibitors and show managers throughout the event planning process.

Duties and Responsibilities:

To perform this job successfully, an individual must be able to perform each essential duty and physical demands satisfactorily with or without a reasonable accommodation.

1. Promotes and sells large, complex audiovisual service packages, including show design, equipment rental and related labor to established or potential show managers and promoters.
2. Develops client relationships to develop and increase sales and revenue.
3. Provides technical advice, guidance and assistance to clients with regard to services and service level needed for event success.
4. Prepares, submits and presents formal bids to potential buyers to solicit service contracts on behalf of OCC audiovisual department. Negotiates with potential buyers to settle revenue-generating contract.
5. Records sales, prepares billing information, and reconciles and reports differences between bid specifications and client's actual use.
6. Reports data for accurate and timely billing of audiovisual services; develops and produces status reports; investigates and reconciles billing disputes.

Secondary Functions:

1. Secures equipment and services from outside provider when needed.



2. Liaise between client's contracted service provider and events and operations staff to coordinate services for clients.
3. Assists in troubleshooting equipment during day of event.
4. Other duties which may be necessary or desirable to support the agency's success.

Supervisory Responsibilities:

This position has no supervisory responsibility but may provide leadership and guidance to staff and/or assist with orientation of new members of the work group.

Education and/or Experience; Certificates, Licenses, and Registrations:

A minimum of two (2) years of experience with the technical aspects of audiovisual equipment as they relate to large event production and a High School Diploma or G.E.D.; or an equivalent combination of education, experience and training that would provide the knowledge, skills and abilities required for the successful performance of the essential job duties.

Knowledge, Skills and Abilities:

- Audio and video systems and design
- Audiovisual equipment, services, and operational considerations within OCC
- Competitive cost structures for audio-visual contract services
- Basic data recording and accounting principles
- Procedures, methods and techniques of marketing and sales
- Work effectively with information management systems, and adapt quickly to system changes and updates
- 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
- Design technical instructions, drawings and/or diagrams for bid specifications
- Prioritize and multi-task; be organized and flexible to change course of work/projects as circumstances dictate
- Communicate clearly and effectively, both verbally and in writing
- Work various hours including weekends, evening and holidays

Physical Demands / 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 computer screen; perform repetitive motions of hands and wrist; hear and/or respond to audio/verbal cues
- Frequently required to sit for extended periods of time; see and/or respond to visual cues



- Rarely required to stand and/or walk for extended periods of time; stoop, kneel, crouch and/or crawl; twist and/or bend; climb and/or balance; reach with hands and/or arms; lift, push, pull and/or carry objects up to 50 pounds; work near or around electricity

“MERC believes that each employee makes a significant contribution to our overall success. That contribution should not be limited by the assigned responsibilities. Therefore, this Classification Description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent or MERC, to just the specific work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of our endeavors.”

APPROVED:

MERC General Manager

Date

MERC Human Resources Manager

Date