
Title: Audio Visual Services Supervisor

Job Code: 8509

Pay Range: 323

FLSA Status: Exempt – Executive/Supervisory

Employee Group: MERC Non-Represented

Established: NA

Revised: July 2016

EEO Category: Officials/Administrators

CLASSIFICATION DESCRIPTION

Supervise the activities of staff providing audio visual services to clients. Ensure proper installation, operation, breakdown and repair of audio and visual equipment and systems for events, shows and concerts.

DUTIES AND RESPONSIBILITIES

1. Supervises, prioritizes, schedules, trains and reviews the work of Audio Visual Lead Technicians, Audio Visual Technicians, and Audio Visual Production staff.
2. Oversees the work of staff involved in the installation, operation and strike of audio visual equipment.
3. Collaborates with Audio Visual staff to ensure a cohesive work plan and all services are performed in an efficient and timely manner ensuring successful events.
4. Schedules staff and secures equipment with the Production Supervisor for larger events.
5. Coordinates audio visual equipment, power and rigging requirements.
6. Coordinates the ordering, shipping and receiving of third-party audio visual equipment.
7. Oversees department activities with contractors, consultants, vendors and other departments to ensure services are appropriate and performed in an efficient and timely manner.
8. Monitors and tracks audio visual revenue; reconciles and closes all related work orders.
9. Manages and maintains inventory of equipment and supplies.
10. Provides strategic support, including input to the planning process for short and long-term goals. Carries out strategic initiatives.
11. Assists 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.
12. Participates on, and/or leads, various committees, meetings and workgroups.
13. Develops and maintains workflow procedures, standards and processes.
14. Completes assigned paperwork and reports in a timely and accurate manner and maintains computerized and hard copy records and files.
15. Maintains, and exhibits discretion with, confidential and/or sensitive information.

16. Ensures work is performed in accordance with department policies and procedures, codes, ordinances, regulations, and other requirements, including but not limited to, Leadership in Environmental and Energy Design Certification (LEED), and OSHA.

Secondary:

1. Serves as the Audio Visual warehouse manager, ensures the audio visual equipment is correctly stored, inventoried, and maintained.
2. Develops and implements preventative equipment maintenance programs to ensure quality product, maximize up-time and longevity of gear.
3. Performs as a highly skilled Audio Visual technician.

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 preferred and
- Four years of experience in the design of audio/visual sets and leading staff in the technical aspects of audio visual equipment installation and operation as they relate to live large event production and
- A current and valid driver's license issued in the state of residence 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:

- Audio and video systems and design
- Rigging practices and techniques
- Building and troubleshooting complex audio visual setups
- Work 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
- Manage staff and resources in an effective and efficient manner
- Supervise, lead and give direction to staff
- Read and interpret instructions, drawings and/or diagrams
- Prioritize and multi-task; must be organized and flexible to change course of work/projects as circumstances dictate
- Communicate clearly and concisely, both orally and in writing
- Work flexible work hours including nights, 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 Audio Visual Production Manager when assigned to the Oregon Convention Center. When assigned to a different MERC facility the position may report to a different position.

SUPERVISION EXERCISED

This position has supervisory responsibilities and provides direction, guidance and coaching to members of the work group. Responsibilities include scheduling members of the work group, orienting and training others in applicable policies, procedures and techniques, and providing assistance to management in achieving work group success.

RELATIONSHIPS/CONTACTS

Department management and staff, other employees, vendors, clients, etc.

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

A variety of audio and visual equipment, such as computer, laptop, microphone, cameras, monitors, projectors, lighting, phones, radios, and cables and accessories may be used in the course of performing the work. May use small hand and power tools. Required to operate scissor and boom lifts safely.

WORK ENVIRONMENT

- Continuously required to hear and/or respond to verbal/audio cues; see and/or respond to visual cues and distinguish color; reach with hands and arms; perform repetitive motions of hands and wrist.
- Frequently required to read a computer screen; perform repetitive motions of hands and wrist
- Frequently required to sit for extended periods of time; see and/or respond to visual and audio cues.
- Occasionally required to stand and/or walk for extended periods of time.
- Occasionally required to climb and/or balance; stoop, kneel, crouch or crawl; twist and/or bend; lift, push, pull and/or carry objects up to 50 pounds; work near or around electricity; work near or around moving mechanical parts; exposed to fumes or airborne particles.

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.