

# POSITION DESCRIPTION

## SUMMARY

**Position title:** Communications Specialist  
**Department:** Technology Services  
**Reports to:** Manager, Specialist Services  
**Effective Date:** 16 August 2017

<b>MCEC's Vision</b> To be the world's best events destination leading the way in food, technology and service.	
<b>MCEC's Core Purpose</b> To connect people through memorable experiences.	
<i>MCEC's guiding principles underpin all of our actions and are to be demonstrated by all employees. In order to successfully role model these behaviours, this position requires a focus on the following:</i>	
<b>Excellence</b> proud of who we are and excel to be the very best	Develop and maintain strong relationships by listening to internal and external customers and understanding and responding to identified needs. Provides service excellence.
<b>Innovation</b> embracing new ideas and creativity	Identify, generate and apply new and unique ideas or solutions to improve processes, methods, systems or services and the internal and external customer experience.
<b>Integrity</b> a commitment to being honest and ethical	Operates in a manner that is consistent with the organisation's code of conduct and policies. Takes responsibility and ownership for own decisions, actions and results. Can be relied upon to ensure that tasks/projects within areas of responsibility are completed in an ethical and timely manner
<b>Respect</b> act with consideration and appreciation	Makes clear and convincing oral presentations to individuals or groups, listens and responds appropriately to information from others. Expresses facts and ideas in writing in a clear, convincing and organised manner.
<b>Working together</b> as one, we are empowered, supported and recognised	Ability to effectively work as an active and contributing member of a team to complete assignments and achieve goals

## DIMENSIONS

Direct reports: None

Budget responsibility: No delegated authority.  
Influences department budget particularly regarding spend on any initiatives regarding their specialty area.

Other: None

## POSITION PURPOSE

The Communications Specialist is responsible for ensuring that all communications-related services are delivered to expected levels of quality. They will provide direction to technicians, service managers and coordinators, in the use and operation of communications equipment, and will assist sales and planning teams in the design of technical services in their specialty area.

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## ORGANISATIONAL RELATIONSHIPS

### *Internal Relationships*

<b>Manager, Technology Operations</b>	Influence pricing on labour for specialist services, and manage the development and implementation of training initiatives on specialist equipment, to ensure technician competency across all services, manage the optimisation of staffing for events, and manage appropriate labour allocations for specialist service operations.
<b>Production Coordinator</b>	Provide schematics, equipment requirements and labour timings for their specialty area at the request of the production coordinator for event delivery, particularly where multiple specialties are required
<b>Manager, Infrastructure &amp; Equipment</b>	Identify and advise on capital projects and lifecycle replacement works within their area of specialty, with focus on new revenue opportunities or expense savings.
<b>Technology Services Managers &amp; Coordinators</b>	Provide support and advice in the delivery of services, and assist in diagnosis and resolution of event delivery failures, in their area of specialty
<b>Technicians</b>	Provide training and development opportunities to technicians; and direction, and counselling if required, in the use and operation of equipment in their specialty area.
<b>CE&amp;O and Planning</b>	Provide advice for M&E, AMTs and planners in event design, schematics, equipment requirements and labour timings regarding their specialty area.
<b>Training &amp; Development Officer</b>	In conjunction with T&DO, develop and implement training plans for technicians and service managers to ensure appropriate coverage for specific skill sets, as well as for service standards, in their area of specialty

### *External Relationships*

<b>Equipment hire / production service companies</b>	Build and maintain strong relationships with external providers of equipment and services, under the direction of the M-I&E, in their area of specialty
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## KEY ACCOUNTABILITIES (WHAT)

### PEOPLE AND CULTURE

- Provide mentoring, guidance and development opportunities to technicians with an interest in their specialist area.
- Provide training to technicians in the use and operation of equipment in their specialty area.
- Employees are required to comply with requirements of any relevant OH&S legislation and procedures developed by MCEC. A positive and proactive approach is also required by team members to assist in creating a safe working environment for all.
- Assist the Infrastructure & Equipment team in the development and maintenance of safety documentation for equipment in their specialty area
- Influence recruitment of skilled technicians

### CUSTOMERS

- Provide advice and support to planners and customers in optimising service design for event delivery requirements.
- Provide advice and support to technicians and Technology Services Managers, Coordinators and team leads in the delivery of specialist services, including hands-on assistance for peak periods and technically complex events.
- Conduct research for their specialist AV service, to ensure that MCEC is seen as an employer of choice in the AV industry, and continues to maintain its reputation as a world leader in the provision of technology services for events.

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- Ensure specialty services are delivered to expected quality and service standards.

## CORPORATE AND FINANCIAL HEALTH

- Ensure expenditure on communications services is managed within budget in conjunction with the I&E and Tech Ops teams
- Maintain resources and packages for all communications related services in EBMS
- Optimise the use of MCEC communications related services to ensure revenue is maximised
- Produce capital expenditure reports on communications related services with regards to ROI targets
- Provide advice to the Manager, Specialist Services on market prices for communications related services
- Produce SWMS and other safety documentation for communications related activities

## COMMUNITY

- Ensure all equipment purchased complies with MCEC environmental guidelines
- Promote diversity in hiring practices
- Work with the Training & Development Officer to develop placement programs that promote MCEC as an employer of choice within the AV industry

## OCCUPATIONAL HEALTH & SAFETY

- Employees are required to comply with requirements of any relevant OH&S legislation and procedures developed by MCEC. A positive and proactive approach is also required by team members to assist in creating a safe working environment for all.
- Attend the monthly OHS Committee meeting.
- Other duties as reasonably required

## EXPERTISE - QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE

### QUALIFICATIONS

#### Essential

- Construction card
- Open & Registered Cable License

#### Desirable

- Possession of a relevant tertiary qualification
- EWP license

### KNOWLEDGE AND EXPERIENCE

#### Essential

- Extensive experience in the AV industry, with a focus on the technical elements of event production - communications systems - particularly for the corporate market
- Advanced Microsoft Office skills
- Excellent written and verbal communication skills

#### Desirable

- Experience with EBMS
- Experience with CAD software