

POSITION DESCRIPTION

SUMMARY

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

MCEC's Vision To be the world's best events destination leading the way in food, technology and service.	
MCEC's Core Purpose 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>	
Excellence 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.
Innovation 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.
Integrity 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
Respect 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.
Working together 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 Conferencing Specialist is responsible for ensuring that all conferencing-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 conferencing 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

Manager, Technology Operations	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.
Production Coordinator	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
Manager, Infrastructure & Equipment	Identify and advise on capital projects and lifecycle replacement works within their area of specialty, with focus on new revenue opportunities or expense savings.
Technology Services Managers & Coordinators	Provide support and advice in the delivery of services, and assist in diagnosis and resolution of event delivery failures, in their area of specialty
Technicians	Provide training and development opportunities to technicians; and direction, and counselling if required, in the use and operation of equipment in their specialty area.
CE&O and Planning	Provide advice for M&E, AMTs and planners in event design, schematics, equipment requirements and labour timings regarding their specialty area.
Training & Development Officer	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

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

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 - conferencing systems - particularly for the corporate market
- Advanced Microsoft Office skills
- Excellent written and verbal communication skills

Desirable

- Experience with EBMS
- Experience with CAD software