



## Job Description

### Position Title

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**Audiovisual Director / Manager**

### Position Summary

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Manages the overall growing on-site operation of a hotel's audiovisual department. The major focus of responsibilities include: customer service, enhancing relations with hotel staff, ensuring a profitable operation, securing contracts with clients, supervising the audiovisual staff if applicable, training staff, scheduling and inventory control.

### Responsibilities

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- Ensures that all equipment and services are delivered on time, in good working condition and as specified by client, hotel staff and company policy.
- Works closely with appropriate hotel staff and others to develop relationships and sales leads for upcoming conventions and meetings.
- Works with the Sales Managers to establish and meet specific sales goals measured in total dollar sales.
- Coordinates all invoicing activities. Submits revenue reports to the hotel's management on a daily, weekly or monthly schedule as specified by the hotel. Negotiates billing as needed to the client's satisfaction. Ensures that all billing is properly posted according to the individual hotel's procedures.
- Coaches, mentors and motivates all team members that may be assigned to the property.
- Attends all hotel departmental meetings and pre-convention meetings.
- Uses inventory control policies and procedures to maintain complete inventory accountability at all times.
- Maintains operational and cosmetic standards on all equipment.
- Monitors costs on a constant basis to ensure a profitable operation.
- Keeps current with new technology in the area of audiovisual equipment and services.
- Ensures that the audiovisual office is kept neat, clean and organized.
- Operates department within established budget guidelines and identifies ways to reduce expenses and improve efficiency in the operation.

### Personal Requirements

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- Must be extremely **Flexible**. Smoothly handle multiple demands, shifting priorities and rapid change. Adapts his/her strategies and tactics to fit fluid circumstances. Is flexible in how he/she sees events.
- Is always **Optimistic**. Demonstrates a "positive mental attitude." Persists in seeking goals despite obstacles and setbacks.
- Continuously **Develops Others**. Committed to the continuous process of education and development of him/herself and his/her subordinates. Acknowledges and rewards people's needs for future growth. Mentors; gives timely coaching and offers assignments that challenge and foster an individual's skills.
- Demonstrates the importance of **Political Awareness**. Accurately read key power relationships. Can detect crucial social networks. Understands the forces that shape views and actions of clients, customers or competitors. Accurately reads an organization and external reality.

- Models **Leadership** qualities. Articulates and arouses enthusiasm for a shared vision and mission. Encourages others to lead themselves by creating a trusting environment that encourages responsibility and accountability. Leads by example.
- Is a catalyst for **Change**. Recognizes the need for change and removes barriers. Challenges the status quo to acknowledge the need for change. Champions the change and enlists others in its pursuit. Models the change expected of others.
- Fosters **Communication**. Is effective in give-and-take, registering emotional cues in attuning their message. Deals with difficult issues straightforwardly. Listens well; seeks mutual understanding, and welcomes the sharing of information fully. Fosters open communication and stays receptive to bad news as well as good.

### Educational Requirements

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- Some college in the area of sales, mass communications, or business administration. Degree preferred.

### Organizational Relationships

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Reports to Regional Manager, Area Manager and/or Team Leader (Manager of Hotel Services); supervises all in-house audiovisual staff. Interfaces with clients, representing Dobil Laboratories as needed. Interfaces with hotel personnel as needed.