



# Technical Services - AV Technician

## POSITION DETAILS

### DESCRIPTION

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The Norris Technical Services AV Technicians are vital members of the Event Management team. They are responsible for the setup and strike of A/V equipment for all events in the Norris Center, the distribution of AV rental equipment for events in other venues, and the maintenance of our AV systems.

### HUMAN RESOURCES DETAILS

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**Shifts:** 8-15 hours/week • Mornings, evenings, and weekends available

**Starting Wage:** \$13.70 per hour

**Reports To:** Production Coordinator and Production Student Supervisors

### ESSENTIAL FUNCTIONS

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AV Technicians report directly to the Technical Services Manager, but also take on-shift direction from our team of professional Technical Specialists. Duties include distribution of AV rentals, maintaining AV rental equipment, assisting clients with basic AV in our meeting rooms, and serving as a dedicated technician on events requiring additional support. AV Technicians may at times be the only Technical Services staff on duty, but work in a team environment alongside Productions, Event Planning, Performance and Satellite Venues, and other event support staff.

The position offers shifts in a set schedule, with additional event specific shifts assigned a la carte. AV Technicians must attend quarterly meetings, trainings and regular staff development and advancement opportunities throughout the academic year. Staff members in this position are also subject to mid-year evaluations and end of year assessments. Opportunities for leadership roles and advancement are available through the student employment program at Norris.

### MINIMUM SKILLS AND QUALIFICATIONS

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Current Northwestern University student

Fine attention to detail, professionalism, dependability, customer service and communication skills

Ability to work autonomously and in team settings

Must be able to lift up to 25lbs

Must have clear hearing either naturally or via a listening device (i.e. hearing aid)

Previous experience (work, academic, or extracurricular) with events preferred but not required

Previous experience (work, academic, or extracurricular) with audio/visual equipment preferred but not required

Work-Study eligibility is preferred but **not required**

# OUTCOME EXPECTATIONS AND RESPONSIBILITIES

The following outlines the more specific learning outcomes and expectations for this position; things you can expect to learn while on the job and responsibilities you must master to achieve satisfactory performance.

## CUSTOMER SERVICE

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**Customer Interaction:** *articulates clearly and listens to customers, maintains good eye contact and focuses on individual customer*

Works with and manages client needs to efficiently and effectively layout all event spaces; Maintains professional attitude and comports with all student staff and supervisors

**Presentation:** *positive image and reflection of self and the Norris Center*

Wears nametag, complies with dress code, is well groomed, and presents an overall positive attitude

**Customer Satisfaction:** *follows through with customers to meet their expectations for service, and is persistent and creative in meeting customer needs*

Responsible for meeting event client requests in a timely and professional manner

## RESPONSIBILITY

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**Attendance:** *arrives on time for shifts, works during scheduled hours and makes arrangements for replacements as needed*

Maintains and follows personal schedule, and makes adjustments appropriately

**Accuracy:** *is precise and works within allotted time frames, acknowledges when mistakes or missed deadlines occur and notifies supervisor appropriately*

Completes all tasks as assigned in a timely fashion, meeting all expectations; Attentive to accuracy of Operations Staff functions, handles errors and incidents fittingly

**Accountability:** *makes appropriate decisions regarding behavior, recognizes and accepts consequences of actions, and acts in a dependable manner*

Responsible for all personal and staff actions and willingly accepts critique and direction toward future actions; Attentive to student staff sensitive matters, respects privacy of records and personal issues

**Job Knowledge:** *knows job description and understands what the job entails, knows relevant information and policies, and seeks clarification when needed*

Understands all general tasks and responsibilities of being a Production Assistant; Understands all specific tasks and directions required for the position and current shift; Willing to ask questions and make comments to better develop knowledge and abilities in a supervisory role; Attends personal and staff development opportunities willingly and with an open mind

## TEAMWORK

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**Communication:** *communicates information to team members, customers, and team leadership, and displays ability to adjust communication style appropriately*

Provides necessary updates to Production Coordinator and fellow Production Staff members, verbally and written, as necessary; Speaks with appropriate levels of respect and tone among clients, staff, and coworkers

**Group Participation:** *attends team meetings and contributes to dialog, and supports others and appropriately adapts behavior in response to team needs*

Effectively contributes during meetings, sessions, and events; Acts as a team player who collaborates, cooperates, and communicates openly and productively; Encourages and instills the essence of teamwork and camaraderie

**Inclusivity:** *relates well with team members from diverse backgrounds, interests, and values, and understands, recognizes and behaves appropriately when cultural differences exist*

Sensitive to diverse and varying needs of all clients, staff, and students; Looks to expand personal development through contact with diverse experiences

## **LEADERSHIP**

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**Goal Orientation:** *demonstrates effective planning and visioning of the future, and pushes self and others, when necessary, to accomplish goals*

Oversees and ensures the process behind room setup supervision and verification of nightly room setups; Appropriately encourages, directs, and aids the Production Team when on duty in the center; Openly seeks means to further develop personal ethics and values

**Collaboration:** *fosters collaboration in their team and in the organization, and empowers others to act and strengthens their ability to do so*

Represents an example of collaborative effort; Emphasizes the importance of collaborating toward the success of the Norris Center and fellow student staff

**Clarification of Values:** *can articulate personal and professional values and belief system, and sets the example for team and peers, acts as a role model*

Epitomizes the model behavior of a student staff member; Conveys an admirable work and personal ethic to professional staff and peers

**Empowerment:** *recognizes individual and group contributions, and celebrates accomplishments and encourages others to act and make decisions*

Ability to acknowledge the success of others and is supportive of others' personal accomplishments; Fosters a sense of unity and leadership within Norris

## **AUTONOMY**

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**Enforcement of Policies:** *uses and upholds rules and guidelines of job, and makes appropriate exceptions when the situation calls for it*

Performs regular and required position specific duties; Makes necessary judgment calls on staffing matters and with assigned responsibilities

**Initiative:** *demonstrates ability to initiate action and contribute ideas to improve area, and works well with minimal supervision*

Uses role to better the Norris Center in its operations and makes useful suggestions when appropriate toward bettering the center and the work environment; Able to stay on task and complete all requirements of the position without constant advisement and direction

**Decision Making:** *displays ability to make good choices, and understand how to use his or her talents and skills to best accomplish tasks*

Capable of effectively managing a staff of approximately sixty students and uses best judgment in conversations, tone, and directives

**Problem Solving:** *deals with unforeseen situations professionally, and is adaptable, flexible, and able to work under conditions of ambiguity*

Able to make self-directed and on the spot decisions based off of personal and positional knowledge base

## MANAGEMENT

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**Self-Confidence:** *maintains and projects an optimistic perspective, and accurately assesses and articulates personal strengths and weaknesses*

Comes to work prepared and dedicated to the position and required tasks; Openly discusses personal abilities and challenges with Production Coordinator through regular communication and discussion

**Personal Management:** *demonstrates ability to initiate action and contribute ideas to improve area, and works well with minimal supervision*

Keeps and upholds personal scheduling goals and tasks; Balances life, school, and work commitments well do perform optimally as a Coordinator

**Personnel Management:** *clearly communicates individual and group performance expectations, and uses instructive feedback and evaluation in a positive manner*

Models excellent behavior and sets equal expectations of the Production Team; Takes feedback as constructive and immediately puts it into practice; Implements proper disciplinary actions when policies are not adhered to, including terminating employees when necessary

**Reporting:** *develops clear and concise reports on status of operation using appropriate language and data and is prompt in submitting reports*

Works as a liaison between the Production Supervisors and the Production Coordinator regarding any concerns with policies, procedures, and the day-to-day operations of the Norris Center; Completes required reports and tasks effectively, efficiently, and appropriately; Keeps to all deadlines and a general timeliness

## ADDITIONAL OUTCOME EXPECTATIONS

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**Time Management:** *uses scheduled work time to accomplish specific tasks*

**Leading a work team:** *encourages others to embrace the mission and accomplish the tasks*