

Position Overview

The Technical Services Representative plays a key-role in the operations as he/she set up, operating and dismantling audio visual equipments.

Key Job Responsibilities

- Setting up, operating, and dismantling audio visual equipment at events as assigned.
- Servicing trade shows, hotel conventions, and staging events.
- Verify completed purchase orders and that all required equipments were prepared.
- Loading and unloading trucks; requires to lift heavy equipment.
- Climbing stairs and ladders
- Perform various control testings and troubleshoot equipments before the assigned event.
- Sitting for lengthy periods to operate equipment in meeting rooms (could be at least four hour stretches lasting all day)
- Walking during trade shows.
- Driving defensively – cube vans and panel vans
- Driving long distances (or as a passenger).
- Handling equipment with care.
- Complete reports on events as per company procedure
- Representing the Company in a professional manner
- As required, act as Lead TSR which consists of coordinating a team of TSR and freelancers and act as the on-site resources for the client and operations department.
- Perform other duties as assigned.

Job Qualifications

- High School diploma combined with a minimum of 2 years experience in a similar position or a post secondary diploma in a relevant domain
- 2-3+ years of customer service or hospitality experience is preferred.
- 2-3+ years of audio visual experience is required.
- Set up knowledge of the following equipment is required:
 - Portable Sound Systems (speakers, mixers and equalizers)
 - Wireless Microphones
 - LCD Data Projectors and Monitors
 - Computer Interfaces and Switchers
 - Betacam and VHS Players
 - Large Projection Screens and Scaffold towers
 - Industrial Video Cameras
 - Video Lighting Equipment
 - Simultaneous Translation Equipment
 - Fastfold Screens
 - Cameras
 - Risers/Staging
- Strong Client Service and interpersonal skills
- Professional Appearance and behavior
- Able to work under pressure with tight delays
- Analytical and problem resolution skills
- Organizational Skills
- Valid driver's license

Competencies (by Core Values)

- Ownership
- Hospitality



Technical Services Representative

Canada

FLSA Status: Non-exempt

Updated: 8.26.21

- Professionalism
- Responsiveness
- Safety Conscious
- Decision Quality
- Tech Savvy
- Communicates Effectively
- Drives Results
- Instills Trust

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Requirements	Hours Per Day
Sitting	2-3 hours
Standing	4-5 hours
Walking	4-5 hours
Stooping	2-3 hours
Crawling	2-3 hours
Kneeling	2-3 hours
Bending	2-3 hours
Reaching (above your head)	2-3 hours
Climbing	0-1 hours
Grasping	4-5 hours

Lifting Requirements	Frequency
Lifting 0 - 15 lbs*	Continuously
Lifting 16 – 50 lbs*	Frequently
Lifting 51 - 100 lbs (2+ persons)	Occasionally
Lifting Over 100 lbs (2+ persons)	Occasionally

Carrying Requirements	Frequency
Carrying 0 - 15 lbs*	Continuously
Carrying 16 – 50 lbs*	Frequently
Carrying 51 - 100 lbs (2+ persons)	Occasionally
Carrying Over 100 lbs (2+ persons)	Never

Auditory/Visual Requirements	Frequency
Close Vision	Continuously
Distance Vision	Continuously
Color Vision	Frequently
Peripheral Vision	Occasionally
Depth Perception	Frequently
Hearing	Continuously

Pushing/Pulling Requirements	Frequency
Pushing/Pulling 0 - 15 lbs*	Continuously
Pushing/Pulling 16 – 50 lbs*	Frequently
Pushing/Pulling 51 - 100 lbs*	Frequently
Pushing/Pulling Over 100 lbs	Occasionally

*Identifies the physical requirements that team members perform without assistance.

Work Environment

Warehouse

Work is performed at event venues as well as in a warehouse environment. Team members must adhere to appearance guidelines as defined by ENCORE based in a warehouse environment and when traveling, on an individual venue or a representation of venues in that city or area. When in the Warehouse, work will be completed in an environment with exposure to outdoor temperatures and to dirt, sand and/or dust. The working conditions will vary between moderately quiet to noisy volumes. Team members may use high-end audio visual equipment and electrical components. Working times may include irregular hours and on-call status including days, evenings, weekends and holidays.

The above information on this description is not necessarily an exhaustive list of all responsibilities, duties, skills, efforts, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed as assigned.