

HOLLYHOCK

POSITION TITLE: A/V Tech Coordinator (Cortes)

REPORTS TO: Program Operations Manager, dotted line to Program Operations Assistant Manager

Updated: January 2019

Posted: February 1, 2019

Start Date: Monday, April 8, 2019

Salary (per hour): \$18-\$20 hour

Estimated Work hours (per week): 15-32

POSITION SUMMARY

The **A/V Tech Coordinator** (AVTC) reports to the Program Operations Manager (POM). The AVTC provides the tools, program space set-up, technical support, and creative guidance needed to ensure the smooth and successful production of each Hollyhock program, conference, group booking or special event.

EXPECTATIONS

The AVTC is a seasonal, part-time position with flexible hours. The AVTC works primarily on arrival day set-up, Presenter Evenings, and at other special events when technical support is required. The A/V Tech Coordinator often works alone, under minimal supervision, and is required to work seamlessly with other departments.

Experience in event production, with an understanding of social innovation, leadership and progressive movements are all assets for this position. The successful candidate is legally able to work in Canada and enjoys living in a rural island setting.

PRIMARY RESPONSIBILITIES

Presenters & Programs

- Advanced planning, set up, and tear down of meeting rooms including all production supplies, materials, seating, and technical equipment
- Connects with presenters in a timely and professional manner to discuss their audio / visual and production needs for their upcoming program at Hollyhock
- Meets with Presenters upon arrival to ensure their satisfaction with the room set up and orient them to their equipment, confirming all is functioning as required. Walk them through how to operate any technology required for their program
- Maintains updated Program production files (including photos and special needs/supply lists) for all Hollyhock Presenters
- Sets up and trouble-shoots all Hollyhock A/V equipment, including: projection systems, TV's, DVD players, stereo systems, web access, microphone and PA systems, mixers, lighting & HDMI connections

- Ensures smooth operation of Presenter Evening/Special Event production requirements, including training & guidance of resident and host support teams
- Provides courteous and efficient service in an extremely fast-paced, presenter/guest-focused environment

Interdepartmental Communications

- Coordinates & trains a team of Resident Service Program (RSP) helpers (scheduled by the Host/RSP Manager) to assist with production/event set-up on arrival and departure days, Presenter Evenings & special events
- Supports Hollyhock Yoga Teachers by ensuring practice spaces are sufficiently stocked with clean, functional, well-organized yoga supplies
- Organizes use of HH golf cart/van on Arrival Days with Housekeeping or Guest Services
- Supports Groups & Conference Manager and Conference Producers as needed
- Attends monthly Program Operations safety meetings
- Updates A/V training manuals as needed
- Updates & maintains Presenter production files as needed

Inventory Management

- Tracks & documents inventory of all program production equipment on campus (including yoga supplies)
- Quality control - Ensures all equipment and supplies are clean and operational. Schedules repairs/new equipment orders with Program Operations Manager / Assistant Manager
- Creates a season-end inventory of all production supplies and yoga equipment, and moves them into appropriate storage space

SKILLS & QUALIFICATIONS

- Training & experience producing LIVE music/video/movement/public speaking events.
- Ability to map out time, tools and extra support needed to fulfil production requirements for each program with a minimal amount of supervision
- Experience performing basic repairs on audio visual equipment
- Detail-oriented, works to tight deadlines, to create an inspiring, safe and clean space for each Presenter and program
- Able to work some weekends, nights, early mornings as scheduled/required
- Able to safely perform light labour duties, including the ability to lift up to 50lbs, carry items upstairs, perform repetitive lifting of chair, backjacks and other duties as required
- Able to adapt to changing and sometimes stressful situations, with a positive and productive attitude
- Patient & skilled communicator who can teach basic technical and operational information to Presenters and staff who may have little/no tech experience
- Comfortable speaking in front of a crowd
- Valid Class 5 BC Driver's licence
- Experience with G-Suite (Gmail, GDrive, Calendar, etc), WordPress
- Comfortable with tech platforms such as Zoom, Slack and Asana
- Experience operating digital video cameras & audio recordings for live events and social media