

# Position Description



**Title:** Technical Account Manager  
**Department:** Event Communications  
**Reports to:** Manager, Event Communications  
**Issue Date:** September, 2016

## Company Overview:

The P.A. People enjoy an enviable reputation for delivering quality Sound Reinforcement, Performance Lighting, Audio Visual Systems, Video and Communication solutions over the past 40 plus years with a strong focus on design excellence, quality workmanship and outstanding customer service.

Our first priority is to understand the needs of our customers and then tailor a solution to meet those needs. Our engineering based approach has seen the company build an extensive prestige customer base, some of which are ANZ Stadium, Sydney Opera House, Formula 1 Grand Prix Melbourne, City to Surf and New Years Eve for the City of Sydney.

## Position Overview:

The Technical Account Manager works as part of the Event Communications team and plays a central role in the day to day and long term growth and management of our customers' requirements of their events.

You will utilise your interest, flair, technical understanding and attention to detail in Professional Audio and Communications Technology to deliver solutions that meet both the time line and quality expectations of the customer in a profitable manner.

## Key Tasks and Operations:

- Provide professional cost estimates to customers for their events utilising Rentalpoint.
- Ensure job profitability through the correct specification and application of resources.
- Attend customer meetings and site visits as appropriate.
- Manage client sign off and project changes via both process and diligence in documentation.
- Ensure system specification is correct and accurate prior to dispatch.
- Manage and communicate change to projects as required.
- Complete and provide briefing information to technical staff incl. work sheets, production schedules, schematics, client run sheets, job safety analysis.
- Receive and monitor post event reports and document changes for future events.
- Debrief with client and internal stakeholders as required.
- Grow customer relationships by adopting a partnership approach to customer interaction and effective identification of upcoming projects and yearly event calendars.
- Provide forecasting information to management.
- Other duties as required

## **Skills and Training:**

- Minimum 3 years of experience in “hands on” delivery of pro audio or comms events.
- Minimum 3 years of experience in technical account management role or similar with demonstrated understanding of live events.
- Experience in specifying and designing Pro Audio and Communications systems for live events.
- Experience with best practice Workplace Health and Safety.
- Experience with Rentalpoint software or similar.
- Experience with MS Office products incl. Outlook
- High attention to detail in all facets of work.
- Willingness to undertake domestic travel from time to time.
- Willingness to work to project deadlines including some work out of normal business hours; and
- A current and valid driver’s licence.

## **Relationships – day to day**

- Customers
- Operations Coordinator
- Project managers
- Technical crew
- Finance/Admin

## **Organisational relationships – reports to**

- Reports to the Manager, Event Communications.

## **Policies and Procedures**

- Understand and adhere to agreed company processes and procedures
- Adhere to and support all company Policies and Procedures including the areas of Security, Harassment and Discrimination, Privacy and Occupational Health and Safety.
- Understand and follow Company Vehicle usage, Travel, Expense and other policies related to install systems and warehouse activity designed to achieve organizational goals.

## **People and Culture**

- Maintain good internal relationships with other event communications team members, finance, installed systems, hire and service support staff to ensure a free flow of information and collaboration.
- Contribute positively to team productivity and satisfaction.
- Work constructively with other functional areas and help promote culture of teamwork, healthy debate, collective problem-solving and entrepreneurship.

## Values Required

- Demonstrate a work ethic, attitudes and values compatible with The P.A People Pty Ltd.'s culture and values, specifically: -
  - Enthusiasm, Professionalism, Service and team orientated
  - A commitment to Quality
  - Demonstrate understanding of and commitment to Customer First philosophy, values and practices
  - High level of communication skills characterised by patience, clarity and empathy at a personal, written and telephone level
  - Flexibility and adaptability to handle changing work environments and the ability to support others in an environment of change

This position description is subject to review and change from time to time as the company's needs change.

Please acknowledge that you have read and understand the contents of this position description that by signing below you accept this position and its responsibilities.

Approved: \_\_\_\_\_

Position: \_\_\_\_\_

Date: \_\_\_\_\_

Agreed and accepted,

Staff Member: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_