



Job Title: Audio Visual General Technician – Casual Contracts
Department: MTCC – A/V Technical Services
Reports To: A/V Technical Services Manager

The Audio Visual/Event Technician for the Membertou Trade and Convention Centre (MTCC) is responsible for a variety of technical duties, ranging from assisting business customers with set up and usage of basic meeting technology to set up and operation of sound and lighting equipment for live concerts and events. Strong time management, A/V knowledge and experience, attention to detail and customer service focus are key aspects of this position.

Duties and Responsibilities:

- Must be able to follow instructions on a BEO (Banquet Event Order) and have an understanding of floor plans and various set up types.
- Ensure that all event schedules are met and maintained as it relates to technical requirements.
- Set up, operation and teardown of all Audio-Visual equipment before, during and after events.
- Audio Visual Equipment includes: stage & event lighting, all audio systems small & large, video, voice and web conference systems and platforms, projection systems, lap top computers, displays & TVs.
- Assist, as required, with assembly of staging, including pipe and drape, portable staging/risers, podiums, house lights.
- Assist, as required, with show requirements
- Proactively assist the MTCC team and the client to ensure their technical needs are met.
- Attend to customer requests, helping to retrieve and set up additional event items, or assist with equipment issues during an event.
- Assist with inventory control and preventative and general maintenance of all technical equipment including repairs, upgrades and adjustments.
- Assist with maintenance of the department's areas of work such as the rental spaces, stage, technical areas, storage spaces, and the stage loading bay & artist entrance.
- Maintain a safe environment for clients, guests & staff at all times.
- Be cognizant and proactive of all activities that affect public safety and building care.
- Report any problems or incidents to the appropriate manager.
- All duties common to the Audio Visual & Event Technician position and/or as requested by the A/V Technical Services Manager & Lead Technician.
- Promote inter-department unity by building and maintaining strong working relationships with all MTCC departments.
- Responsible for creating a positive guest experience.
- Must be courteous and professional toward guests and co-workers.
- Must be well groomed and appropriately dressed as per policy.
- Must adhere to media relations policies.
- Adhere to all company policies.



- Required to report any incidents, such as theft, injuries, etc.
- Adhere to the Building Fire Procedure and evacuation plan.
- Adhere to all Food Safety handling regulations.
- Adhere to all Health and Safety rules and regulations.

Other Responsibilities

- Maintain positive relationships with Membertou’s Internal and External Customers, ensuring transactions or information received on behalf of the Band and/or its members are kept confidential.
- Maintain and improve Membertou’s Quality Management System as it relates to job related duties and/or department.
- Other department related duties as required by the Director.

Skills & Qualifications:

- Post-secondary education in a relevant field is preferred.
- Minimum of 2 years of experience in a similar role is an asset.
- Should have a solid understanding of event logistics & industry terms.
- Computer literate with both Mac and PC, as well as with programs such as PowerPoint, Excel, Word, and various web-based conferencing platforms.
- Knowledge of audio/visual editing software such as Adobe Creative Suites would be considered an asset.
- Basic knowledge of musical instruments both acoustic and digital (names/brands/type)
- Ability to communicate clearly and effectively verbally and in written format
- Quick thinking and decision-making abilities to solve problems as they arise.
- Ability to manage time and meet required deadlines.
- Ability to work both independently and as a team player.
- Ability to multi-task with high energy during high-demand shows and events.
- Ability to think outside the box for creative designs to suit event needs.
- Must be flexible with working hours to be able to attend client events.
- Ability to lift up to 75 lbs and maneuver equipment at various heights, sometimes using automated lifts.
- A lift license may be required. The MTCC may assist with training.
- First Aid and Emergency Response is an asset.