

Classification description

Title: Technology Sales Coordinator
Job Code: 8368
Pay Range: HE
FLSA Status: Exempt - Administrative

Employee Group: Non-represented
Established: June 29, 2017
Revised: Jan. 13, 2020, 11/2024
EEO Category: Technical

DESCRIPTION

Promote and sell exclusive Internet, Wi-Fi, VoIP telephone, and Local area networking (LAN) services provided by Oregon Convention Center (OCC) to event promoters and exhibitors. Provide customer service to exhibitors and show managers during the event planning process.

DUTIES AND RESPONSIBILITIES

1. Promotes and sells large, Internet and Wi-Fi service packets, including additional equipment needs and related labor to established or potential show managers and promoters.
2. Provides technical advice, guidance and assistance to clients with regard to services and service level needed for event success.
3. Collects statistical network data for events and provide reports to customers, where applicable or when requested.
4. Prepares, presents, negotiates and follows up on formal bids to potential customers.
5. Records sales, prepares billing information, and reconciles and reports differences between bid specifications and client's actual use.
6. Develops client relationships to increase the potential for added sales and revenue.
7. Gathers and interprets client requests and requirements for Internet and Telecom service and proposes applicable venue services to best fit the customer's needs.
8. Reports data for accurate and timely billing of Internet and Telecom services; develops and produces status reports; investigates and reconciles billing disputes.
9. Performs occasional configuration changes on event network equipment.
10. Assists in monitoring network activities for current events and maintains contact with customers to ensure quality of service.
11. Maintains quality records on client needs, usage and adjustments made to accommodate requests. Uses historical information on annual and repeat clients to provide better service to them.
12. Assists in coordinating installation of services.
13. Liaise between client's contracted service provider and Events and Operations staff members to coordinate services for clients.
14. Assists in troubleshooting equipment during day of event.
15. Maintains, and exhibits discretion with, confidential and/or sensitive information.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:

- Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
 - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
 - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
 - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
 - Demonstrate sustainable practices in applicable field and generally for resource use and protection
 - Work assigned schedule (if applicable); exhibit regular and predictable attendance
 - Practice safe work habits
 - Comply with Metro and Metro’s visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
 4. Perform other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Experience

- Minimum of two years of direct customer service experience and sales, and
- Minimum of two years of experience with the technical aspects of computer networking, Wi-Fi, LAN, WAN, Internet, and VoIP technologies, and
- A high school diploma or G.E.D.; or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities.
- Current driver’s license and driving record sufficient to be insured by Metro insurance carrier

Knowledge, Skills and Abilities:

- Internet, computer networking, Wi-Fi, LAN, VoIP
- Networking equipment, IP, routers, switches, wireless antennas
- Basic data recording and accounting principles
- Procedures, methods and techniques of marketing and sales
- Work effectively with information management systems and adapt quickly to system changes and updates
- Analyze information and use logic to resolve issues and problems
- Computer literacy with strong skills in customer service software, spreadsheets and word processing including MS Word, Excel
- Establish and maintain cooperative working relationships with all persons contacted in the course of work

- Design technical instructions, drawings and/or diagrams for bid specifications
- Prioritize and multi-task; be organized and flexible to change course of work/projects as circumstances dictate
- Communicate clearly and effectively, both verbally and in writing
- Perform all position essential duties and responsibilities
- Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability
- Work assigned schedule and exhibit regular and predictable attendance
- Work in a safe manner and follow safety policies, practices and procedures
- Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
- Successfully pass the background check and screening requirements required for the position

SUPERVISION RECEIVED

This position is supervised by the Technology Services Manager

SUPERVISION EXERCISED

This position has no supervisor responsibility but may provide leadership and guidance to staff and/or assist with orientation of new members of the work group.

WORK ENVIRONMENT

Work various hours including weekends, evenings and holidays. As necessary to meet workload demands, work outside of typical schedule including evening/weekend hours. Majority of work is completed in a general office environment with exposure to moderate levels of noise in a well-lit, well-ventilated facility. Continuously required to read computer screen; perform repetitive motions of hands and write; hear and/or respond to audio/verbal cues. Frequently required to sit for extended periods of time; see and/or respond to visual cues. Rarely required to stand and/or walk for extended periods of time; stoop, kneel, crouch and/or crawl; twist and/or bend; climb and/or balance; reach with hands and/or arms; lift, push, pull and/or carry objects up to 50 pounds; work near or around electricity.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.