



(manual section is applicable for above companies)

JOB DESCRIPTION MANUAL
HOTEL OPERATIONS - AZAMARA
Chapter 6 - Position Description
Shipboard - Entertainment & Cruise
Programs

Revision 13 : June/25/2015

6.06 A/V Operator - Sound

Position Title: Audio-Visual Technician Sound

Reports To: Audio-Visual Manager

Direct Reports: N/A

Effective Date: April 2005

Revision Date: February 2011

POSITION SUMMARY

This position sets, strikes, operates, or otherwise works with relative Audio-Visual (A/V) or Stage equipment as instructed by the corporate office and the Audio-Visual Manager in accordance with the specific disciplines assigned. The Audio-Visual Technician is responsible for the use/operation, movement, and storage of all audio-visual equipment as delegated/assigned by the corporate office and Audio-Visual Manager for performances by entertainers, as well as all programmed activities by the entertainment staff. Due to the size of the A/V Department on Azamara Club Cruises, this position may also be the A/V Manager. If so, they will be responsible for the below duties in conjunction with those of the A/V Manager (6.05)

ESSENTIAL DUTIES & RESPONSIBILITIES

To support Azamara Club Cruises' mission of sustaining an upmarket cruise experience with a destination-driven brand image. All duties and responsibilities are to be performed in accordance with the AMAZE Standards, Safety is Everybody's Business, ISM/ISO and SQM standards, USPH guidelines, and environmental regulations.

Each shipboard employee may be required to perform all functions in various service venues and throughout the ship.

It is every employee's responsibility to conduct oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and crewmember areas.

1. Moves, sets, operates, strikes, and stores all audio-visual equipment, such as lighting, sound, scenery, props, etc., throughout the ship on a day-to-day basis as needed and delegated/assigned by the corporate office and A/V Manager in accordance with the disciplines assigned.
2. Operating and maintaining all aspects of the sound system(s) in various entertainment venues for rehearsals, shows, special events and other activities.
3. Attends weekly meetings as scheduled by the corporate office, A/V Manager or other members of the ship's management.
4. Acts as audio-visual troubleshooter to help solve any equipment or stage problems as delegated by the A/V Manager.
5. Meets with guest entertainers and certain groups to find out what their audio-related requirements may be for upcoming rehearsals, shows or activities.
6. Reports any equipment in need of repair or replacement to the A/V Manager.
7. Sets up the **Cabaret** Lounge along with the Audio-Visual Team for show time to include the following:
 - Production Shows and Cabarets
 - Audio-Visual Projections
 - Lighting
 - Sound
 - Stage Mechanics
 - Scenery
8. Sets up any appropriate venue where a lecture or other activity may be conducted, as required by the Cruise Director.
9. Responsible for the projection of any films and/or video movies or other material as assigned.
10. Designs or implements the design of lighting, sound, and stage effects for Featured Entertainers as assigned.
11. **NOTE:** all work becomes the property of **Azamara Club** Cruises. This is intended to include absolutely all material whether intellectual or artistic in nature and includes programming of controllers, as well as creation of graphics, both raw and edited video, lighting or sound cues/programming, rigging cues/programming, computer programs/routines/files, and any other work done or utilized for **Azamara Club** Cruises. There is no additional compensation for such work.
12. Moves, sets, operates, strikes, and stores all audio-visual equipment, such as lighting, sound, scenery, props, etc., throughout the ship on a day-to-day basis as needed and delegated/assigned by the corporate office and A-V Manager in accordance with the disciplines assigned.
13. Is aware of, and/or acquires the necessary knowledge to comply with the ship's standard operation, in order to assist guests and crew with inquiries.

14. Attends meetings, training activities, courses and all other work-related activities as required.
15. Attends mandatory crewmember's and guest safety drills as required.
16. Creates new back-up vocals for the singers tracks on Production shows either on the Hard drive or Tape Back up. Makes sure that all back ups are stored correctly.
17. Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

FINANCIAL RESPONSIBILITIES

Financial responsibilities for budget, expenses and/or achievement of revenue targets.

- This position is responsible for cost containment through the proper use, handling and maintenance of records, reports, supplies and equipment.

MOTIVATIONAL RESPONSIBILITIES

People management responsibilities to ensure optimal performance of the function.

- This position does not have supervisory responsibilities.

QUALIFICATIONS

Minimum hiring, language and physical requirements to perform the job.

Hiring Requirements:

- Minimum of one year of experience in an audio-visual function in an upscale hotel, resort, cruise ship, entertainment or recreational industry (shipboard experience preferred).
- Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- Superior customer service, teambuilding and conflict resolution skills.
- Very strong communication, problem solving, organizational, decision making, and interpersonal skills.
- Basic computer software skills required.
- Completion of high school or basic education equivalency required.
- Coursework in theater technical management at an accredited college or university or the international equivalent, or equivalent technical experience, preferred.

Internal Candidate Requirements:

In addition to the stated hiring requirements, internal candidates are required to fulfill the following:

- Completion of two contracts with a performance rating of satisfactory or above along with demonstrated leadership skills.

Language Requirements:

- Ability to speak English clearly, distinctly and cordially with guests.
- Ability to read and write English in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.
- Ability to speak additional languages such as Spanish, French or German preferred.

Physical Requirements:

- While performing the duties of this job, the employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee must occasionally lift and/or move up to a minimum of 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to a minimum of 50 pounds.

Related Entries:

Related Chapters:

END OF SECTION