

Classification Description

Title: Technology Sales Coordinator
Department: Oregon Convention Center
Job Code: 8368
Pay Grade: HE
FLSA Status: Exempt - Administrative

Bargaining Unit: Non-represented
Established: June 29, 2017
Revised: 1/13/2020, 11/2024
EEO Category: Technical

CLASSIFICATION DESCRIPTION

The Technology Sales Coordinator promotes and sells exclusive Internet, Wi-Fi, VoIP telephone, and Local area networking (LAN) services provided by Oregon Convention Center (OCC) to event promoters and exhibitors. Provides customer service to exhibitors and shows during the event planning process.

DISTINGUISHING FEATURES

This is a single classification and is not part of a classification series.

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 participates on committees and/or attends meetings as assigned.
2. Fulfills Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability.
 - Builds and maintains positive relationships and contributes to a positive team atmosphere; engages others in ways that foster respect and trust.
 - Encourages and appreciates diversity in people and ideas – seeks to understand the perspectives of others.
 - Provides excellent customer service – assists the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations.
 - Practices continuous improvement - researches new possibilities, contributes ideas and stays current in field of work.
 - Demonstrates sustainable practices in applicable field and generally for resource use and protection.
 - Works assigned schedule (if applicable) and exhibits regular and predictable attendance.
 - Works in a safe manner and follows safety policies, practices and procedures.
 - Complies with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate.
3. Performs assigned duties during an emergency situation.
4. Performs other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

- A high school diploma or G.E.D., and
- 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, or
- Any combination of experience, education and training which provides the equivalent scope of knowledge, skills and abilities necessary to perform the essential job duties.

Knowledge, Skills and Abilities:

- Knowledge of internet, computer networking, Wi-Fi, LAN, and VoIP technologies.
- Knowledge of networking equipment, IP routers, switches, and wireless antennas.
- Skill in basic data recording and accounting principles.
- Skill in procedures, methods, and techniques of marketing and sales.

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- Skill in computer literacy with strong skills in customer service software, spreadsheets, and word processing including MS Word, Excel.
 - Ability to work effectively with information management systems and adapt quickly to system changes and updates.
 - Ability to establish and maintain cooperative working relationships with all persons contacted in the course of work.
 - Ability to design technical instructions, drawings and/or diagrams for bid specifications.
 - Ability to analyze information and use logic to resolve issues and problems.
 - Ability to prioritize and multi-task; be organized and flexible to change course of work/projects as circumstances dictate.
 - Ability to communicate clearly and effectively, both verbally and in writing.
 - Ability to work various hours including weekends, evenings and holidays.
 - Ability to work in a safe manner and follow safety policies, practices, and procedures.
 - Ability to maintain confidentiality.
 - Ability to perform essential duties and responsibilities.
 - Ability to perform (with or without a reasonable accommodation) the physical demands in the work environment and operate the tools and equipment.
 - Ability to successfully pass the background check and screening requirements if required for the position.
 - Ability to possess a current driver's license and driving record sufficient to be insured by Metro insurance carrier if required for the position.

SUPERVISION RECEIVED

- Supervision is received by the Technology Services Manager.

SUPERVISION EXERCISED

- None. May provide guidance and coaching to new or less experienced employees.

TOOLS AND EQUIPMENT USED; PROTECTIVE CLOTHING

- All standard office equipment, hardware and software is used.

WORK ENVIRONMENT

- Work is performed in a standard office environment where work pressures, disturbances of workflow and/or irregularities in the work schedule are expected and occur on an intermittent basis.
- Frequently required to sit for extended periods of time. Rarely required to stand, walk, stand, lift, stoop, or carry of equipment and materials. May lift, push, pull and carry up to 50 pounds.

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

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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 duties.