

JOB TITLE:

Operations Technician

ACCOUNTABLE TO:

Warehouse Manager

WORKING WITH:

Operations and Warehouse teams in Birmingham.
mclcreate Project Managers from all branches.

Part of the team:

The role will require you to work closely with the Operations and Warehouse teams at mclcreate in Birmingham and across the business. It will be a varied role working with a number of different individuals both on small and large events. With the nature of our business, no two events are the same or clients' requirements similar so adaptability to an ever-changing day to day routine will be of utmost importance. Although daily duties will be predominantly based within the Operations team, there will be a large amount of interaction with other departments as well as the occasional need for specific tasks to be completed when requested.

Whilst the Operations Technician role is developing, the main roles and responsibilities are as follows:

Primary tasks and responsibilities:

1. Preparation, loading, unloading and returning equipment and other associated items for our customers within the warehouse environment. This covers Hire, Exhibition and Project related events, working with every department within the warehouse as and when required.
2. Inspecting equipment returning from events and noting faulty/damaged items, booking these into service using our hire software and reported to line managers.
3. Installation, operation and de-rig of equipment across various sites. Predominately venues will be local but may also be both national and international. To service such locations and venues, a flexible approach to working hours will be required. This would cover extended weekday working hours, weekend work and staying away overnight (sometimes for multiple days) on site.
4. Provide excellent customer service and uphold a smart, tidy appearance at all times. Operations Technicians are the face of the company, both on site and in the warehouse so a friendly, helpful attitude towards clients and venue staff is of the utmost importance.
5. You will need to ensure clients are fully conversant with the equipment that we are providing them (either with dry hires or installations) and that any operating instructions are clearly communicated to them prior to handing over/leaving site.
6. Complete all necessary paperwork for jobs, gaining signatures when required and returning this to the warehouse for filing.
7. Driving a company vehicle will be necessary to complete your daily tasks so careful use and maintenance of these will be expected at all times. This will be expected once you have passed your driving test.
8. Ensure when none company personal are working with you on site, they adhere to mclcreate health and safety policies and working practices as well as being polite and professional to clients and venue staff.

Secondary tasks and responsibilities:

1. Help and assist any trainee technicians and provide guidance when required.
2. When needed, provide support for the 'on call' rota-based service operated.

Skills and Competencies:

- A good understanding of audio visual equipment
- Exceptional attention to detail
- Full UK drivers licence (once test has been passed)
- Ability to prioritise tasks
- A willingness to help others
- A desire to show initiative

Training and Progression:

Training in all areas of the job will be provided where required (initially R2 training) but due to the unique nature of the live events business, the majority of learning will be 'on the job' as specific tasks are requested. With the right skills, attitude and ability there is scope for progression in time should this be sought.

The role offers a competitive salary and benefits package along with the opportunity to develop a long-term career within mclcreate.

Application should be made by emailing Mark.Simkin@mclcreate.com providing a covering letter and CV. Suitable applicants will be contacted for interview.