

Media Services Specialist Team Lead (MSS-ER)

Summary: The Media Specialist Team Lead is a leadership role that is responsible for supervising all other media specialists and reports to the Director of Conference and Event Services. Team lead is responsible for coordinating the use of media equipment and resources for faculty, staff, and rental services for Queens University of Charlotte. *This position is not exempt from provisions of the Fair Labor Standards Act (FLSA) and is eligible to earn overtime pay or compensatory time off for additional hours worked.*

Essential Duties and Responsibilities include the following:

- Create schedules for all media staff to ensure proper coverage while staying within budget parameters.
- Keep inventory of all media equipment and work with Director on ordering and buying new equipment to keep updated services available.
- Collaborate with faculty and clients on media equipment and technology resources available and any departmental purchases needed.
- Schedule and run webinars, web stream broadcasts and other unified communication platforms.
- Consult and participate in planning for large scale campus events
- Set up audio visual equipment on campus for both internal and external clients while delivering excellent customer service
- Operate sound and lighting equipment in the Gambrell Center, Belk Chapel, Sykes building and other specified locations.
- Properly train all media specialists in all audio, visual, and lighting technologies needed for all campus events
- Perform routine maintenance on media, and coordinate off-campus repairs as directed
- Proactively identify problems while implementing creative solutions and communicate with Director any opportunities for improvement.
- Must be flexible in schedule to cover evening and weekend hours as needed

Non-Essential Duties

- Special projects and other duties may be assigned as needed

Experience, Knowledge and Skills Required

- 2 or more years experience in similar capacity, coordinating use of moderately sophisticated audio/visual equipment; higher education experience a plus
- Strong interpersonal and verbal communication skills, including ability to convey technical information in an easy-to-understand manner
- 2 or more years' experience in a leadership or supervisory role
- Experience setting up and using theatrical sound and lighting equipment
- Microcomputer applications and video photography experience preferred
- Preference given to those proficient on both Windows and Mac OSX
- Demonstrated ability to thrive in a fast-paced office, ensuring timeframes and responsibilities are met
- Computer proficiency, particularly in MS Outlook, Word and PowerPoint; ability to quickly learn and assimilate use of new equipment
- Strong follow-up and follow-through skills with proven ability to deliver projects on time and to the customer's specifications

- High level of initiative and the ability work independently. Ideal candidates will demonstrate history of taking ownership to deliver excellent results.
- Exceptional customer service and ability to remain calm in stressful situations.
- Must be able to work a flexible schedule when needed, including evening and weekend hours to meet demands of the position
- Must be able to physically lift equipment up to 50 pounds
- Bachelor's degree, or equivalent combination of education and experience

Application Process

Qualified candidates should submit the following via email to **hr@queens.edu** in (.doc) or (.pdf) format. Incomplete submissions will not be considered.

1. a cover letter addressing the position qualifications, your experience and salary requirements
2. current résumé
3. contact information for three professional references.

Be sure to include “**MSS-ER**” and **YOUR NAME** in your email Subject Line.
(**Example: MSS-ER Shawn Mullin**)

Applications received by July 31, 2020 will receive first consideration. Queens will continue to accept applications until the position is filled.

About Queens University of Charlotte

Located in the heart of the nation's second fastest growing metropolitan area, Queens University of Charlotte leverages the city's diverse and thriving environment as an extended classroom. Nationally recognized for undergraduate programs in international and interdisciplinary education, Queens blends the best of liberal arts learning with professional preparation and community engagement. Focused on supporting success for diverse learners, faculty build close and collaborative relationships with students and help them build intentional and individualized roadmaps for flourishing at Queens and beyond. At the graduate program level, the University offers innovative educational experiences that help learners advance professionally and retool for new opportunities. Our environs afford faculty myriad opportunities to advance their own professional growth and teaching and research interests by collaborating with vibrant industry, non-profit, and community organization sectors.

Benefits

Queens offers comprehensive benefits to eligible employees, including: medical, dental and vision insurance, domestic partner benefits, defined contribution (matching) and supplemental 403(b) retirement plans, vacation and generous paid holidays, tuition remission and tuition exchange, Queens-paid life insurance, supplemental life insurance, dependent life insurance, accidental death and dismemberment insurance, flexible spending accounts (medical, dependent care, Health Savings Account), sick leave and long-term disability leave, paid parental leave, FMLA leave when eligible, reduced cost meals at Morrison Dining Hall, employee

assistance program (EAP), free access to the Levine Center, wellness programs. In addition, employees may choose benefits such as pet insurance, critical care insurance and legal assistance.

Queens University of Charlotte is an equal opportunity employer and is firmly committed to supporting and celebrating all forms of diversity. Queens does not discriminate on the basis of race, color, gender, sex (including pregnancy, child birth and conditions related to pregnancy or child birth), sexual orientation, gender identity or expression, religion, age, national origin, disability, political beliefs, veteran status, genetic information or any characteristic protected by law in the administration of its educational and admissions policies, scholarship and loan programs, athletic programs, employment and hiring policies, or other University-administered programs.

Any individual with a disability who needs any reasonable accommodation under the Americans with Disabilities Act to apply for a position or otherwise to participate in Queens' job search/selection process should contact the Director of Human Resources at 704.337.2222.

Physical Requirements (*with or without reasonable accommodation*)

- *Eye-Hand Coordination:* Requires hand-eye coordination and manual dexterity sufficient to operate a computer keyboard, copier, calculator and other office equipment.
- *Talking:* Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.
- *Repetitive Motion:* Movements frequently and regularly required using the wrists, hands, and/or fingers.
- *Hearing:* Able to hear average or normal conversations and receive ordinary information.
- *Visual Abilities:* Average, ordinary, visual acuity necessary including close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- *Physical Strength:* Will regularly be required to sit, use hands to finger, handle or feel objects, tools and controls reach with hands and arms. Must be able to stand, walk, stoop, kneel, or crouch. Must regularly lift and/or move up to 40 pounds, and occasionally lift and/or move up to 60 pounds.

Work Conditions

- Work in office environment, involving contact with faculty, staff, students, parents, service providers and vendors.
- Work has deadlines, multiple interruptions, high volume and may be stressful at times.

This description is not intended to be an all-inclusive list of the duties and responsibilities of this positions, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended to describe the general nature of this position.