

Job Title	AV Consultant	Date:	November 2, 2023
Reports To:	VP of Interior Services	Department:	Audio / Visual
Location:	Charleston, SC	FLSA Classification:	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt

Position Summary

The AV Consultant is responsible for sourcing new business, as well as leveraging existing relationships to grow business in the market. The AV Consultant will join a team of professionals who are passionate about growing Young Office’s Audio-Visual integration business. This role uses a consultative selling solutions sales approach. The AV Consultant is responsible for communicating the specifics of client requirements to internal and external support personnel, to provide a superior level of customer service. It is the responsibility of the AV Consultant to ensure client expectations are being met or exceeded by creating realistic expectations and taking responsibility for meeting those expectations. This position requires moderate travel to source and maintain business relationships and provide project support in the southeast region.

Position Responsibilities- Essential
This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all the duties listed, nor does it necessarily list all possible duties that may be assigned.

- Pursue audiovisual integration business opportunities from within enterprise corporate space, as well as other potential growth markets.
- Act as the team leader for the delivery of proposals for customer and RFP opportunities, and functions as the lead customer relationship manager for new and assigned accounts.
- Develop a sales plan to achieve corporate revenue and profit goals.
- Be able to manage opportunity forecasting, sales proposals/sales pipelines using a CRM.
- Work with the design engineer and project manager to facilitate all phases of installation projects. The Consultant will continue to support project requirements after the initial sale and through the conclusion of installation and servicing.
- Provide feedback to departments company-wide to facilitate improvements to the AV sales process and Interior Services integration.
- Responsible for training clients, employees, and stakeholders on controlled room systems.
- Serve as the lead for the project Team from start to finish. Review project status reports and provide direction to the team and updates to the VP of Interior Services, as required.
- Aid the Project Management team in the development of project plans and milestones.
- Responsible for ensuring projects remain on time and on budget, as quoted. Reacts and make changes as required to ensure customer satisfaction and job profitability.
- Provides guidance, support and service to clients on system functionality, project issues, planning and other needs.

Position Responsibilities- Non-Essential/Other

- Performs other related duties as needed to promote the success of Young Office.
- Assists other departments as needed.

Essential Skills and Experience

- High School diploma or equivalent.
- Minimum of 5-7 years’ outside sales experience.

- Proven track record selling audiovisual integration, communication collaboration, IT integration, hardware, software or related technology-based product or solution.
- Proven ability to identify and develop new sales opportunities.
- Experienced user of software CRM tools
- Ability to read schematic diagrams and building drawings.
- Solid industry/product knowledge.
- Demonstrate a working knowledge of construction processes and ability to interface with different trades.
- AVIXA CTS certification or ability to possess within 6 months of date of hire.
- Excellent verbal and written communication skills.
- Exceptional interpersonal skills.
- Positive and upbeat attitude.
- Team player.

Beneficial Skills and Experience

- General knowledge of construction and AV industry.
- Bachelor’s degree from an accredited university in business, management, or related field.
- 5 plus years of industry related experience.

Performance Success Factors

- Successfully achieve annual sales and gross profit goals.
- Positive ratings on all formal and informal customer surveys
- Accuracy and professionalism of materials, reports, and written communication

Physical and Sensory Demands

Physical Demands			
Sit	Frequently	Reach Above Shoulder	Frequently
Walk	Frequently	Climb	Occasionally
Stand	Frequently	Crawl	Occasionally
Handling	Frequently	Squat or Kneel	Frequently
Reach Outward	Frequently	Bend	Frequently
Lifting Requirements			
10 pounds or less	Frequently	51 - 100 Pounds	Occasionally
11 - 20 pounds	Frequently	> 100 Pounds	Not Applicable
21 - 50 pounds	Frequently		
Pushing and Pulling Requirements			
12 Pounds or Less	Frequently	41 – 100 Pounds	Occasionally
13 - 25 Pounds	Frequently	> 100 Pounds	Not Applicable
26 - 40 Pounds	Occasionally		

Environmental Hazards:

The job risks exposure to no known environmental hazards.

Sensory Requirements:

The job requires normal visual acuity, depth perception, and field of vision, hearing, speaking, and color perception.

Definitions

- Not Applicable - Activity is not applicable to this occupation.
- Occasionally - Occupation requires this activity up to 33% of the time (0 - 2.5+ hours/day).
- Frequently - Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hours/day).
- Constantly - Occupation requires this activity more than 66% of the time (5.5+ hours/day).

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment, nor does it alter your at-will employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.

Additionally, employees are expected to abide by all internal control & compliance practices to:

Safeguard assets from theft and misuse.

Ensure segregation of duties to minimize fraud.

Comply with business ethics, applicable laws, and regulations

Maintain confidentiality of proprietary information

Periodically reconcile physical assets to accounting records

Safely perform all job duties

Print Employee Name

Employee Signature

Date Signed

Print Manager/Supervisor Name

Manager/Supervisor Signature

Date Signed