

**GAME CREEK VIDEO  
JOB DESCRIPTION**

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TITLE: Equipment Repair Specialist

DEPARTMENT: Equipment Resource

JOB LOCATION: Hudson, NH

INCUMBENT'S NAME: Addition

REPORTS TO: Equipment Resource Manager

DATE: January 2020

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**POSITION OVERVIEW:**

The Equipment Repair Specialist will have direct responsibility for making Game Creek Video's assets available and in working order for use at events throughout North America. He/she will work closely with the Equipment Resource Manager to coordinate and process repair items and loaners at the field shop, routing between mobile units and key equipment vendors with an eye for organization and visibility. He/she will also communicate directly with vendors on behalf of GCV to obtain RMA information, prioritize work, and follow up on languishing items. Additionally, he/she will have secondary responsibilities to complete component-level repairs, software updates, and other maintenance tasks on equipment in the field shop.

**5 KEY RESULTS THAT DEFINE SUCCESS IN THIS JOB:**

- All tickets and emails processed by end of business day in which received
- Management of inbound equipment by end of business day received
- Two-hour response time to urgent requests
- Management of RMA requests
- Management of entry-level equipment

**JOB RESPONSIBILITIES:**

- Responsible for the processing & handling of all repair items as they are processed through the field shop
- Daily receipt and filtering of incoming trouble tickets in Mantis system, including summary report creation and distribution
- Assigns incorrectly filed tickets back to reporter or to other departments as needed
- Prioritizes which requests deserve immediate attention based on equipment type, truck schedule, truck location, and issue described; alerting necessary staff
- Processes vendor RMA requests within 24 hours of ticket receipt for critical truck infrastructure equipment, including Evertz, Calrec, Lawo, and Image Video
- Processes vendor RMA requests for urgent issues within 2 hours during normal business hours
- Cross-checks current inventory of loaner equipment company-wide to identify optimal assignment and the need to order additional equipment

- Keeps integrity of inventory control database, ensuring barcodes and serial numbers are kept accurate throughout the equipment repair process; ensures procedures are followed when equipment is returned, replaced, disposed, barcode removed, etc.
- Receives and checks in all incoming repair items at the field shop; updates item status in Mantis, prints repair tag, and routes to shipping area, repair bench, or temporary repair storage; identifies accessories or adjoining items that may need an additional repair ticket, return to shop stock, disposal, or return to truck bin
- Supervises and manage organization of the equipment repair storage areas; organizes stored equipment by vendor and ensures all racks are tidy; with Equipment Resource Manager, initiate repair of less critical items when counts hit certain threshold
- In Receiving Specialist absence, receive all returning repaired equipment from vendors; update Mantis, upload packing slip, and return to shop stock or truck bin as directed by ticket notes
- Assess the quality of returned repairs and communicate errors with Equipment Resource Manager as well as vendor contacts
- Routinely assess the strengths of the Mantis system and identify areas for improvement
- Utilize knowledge of broadcast equipment to identify equipment repairs that can be completed quickly and efficiently in-house
- Routinely complete entry-level broadcast equipment repair work under direct guidance of Engineering Specialist; follow proper procedures regarding parts fulfillment / ordering, hours tracking, client billable status, and invoicing

#### **JOB REQUIREMENTS:**

- Excellent customer service orientation
- Ability to manage a fluctuating workload with competing priorities in a constant pressure and deadline-driven environment
- Must be organized, detail-oriented, and possess a high degree of accuracy
- Effective verbal and written communication skills; communicate pertinent information clearly, accurately, thoroughly, and effectively with all levels of the company in a timely manner
- Strong follow-up skills
- Ability to use active listening and problem-solving to assist in decision-making that meets the best interests of the company
- Ability to take initiative and be proactive in identifying problems before they occur and offering potential solutions
- Self-motivational personality with exceptional attendance and punctuality
- Ability to work in a team-oriented environment while maintaining an individual workload

#### **MINIMUM QUALIFICATIONS:**

- High school diploma or equivalent; BA/BS preferred or 2+ years of work experience in an office or shop environment
- Logistical/shipping experience highly preferred
- Component level repair capability and ability to solder proficiently preferred
- Proficient computer skills, including Excel
- Familiarity with broadcast equipment is a plus
- Ability to be on-call during evening, weekend, and holiday hours required

#### **PHYSICAL JOB REQUIREMENTS:**

- Ability to use one or two hands to grasp, move, or assemble objects

- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus
- Must be able to walk or stand up to 8 hours at a time
- Ability to bend, squat, kneel on both knees, and climb stairs frequently
- Ability to lift up to 50-75 lbs. frequently
- Ability to carry 50 lbs. a distance of 50 feet occasionally
- Ability to pinch (10 lbs.) and grip (50 lbs.) related broadcast equipment
- Must be able to maintain a position within a space 3.5 - 4 feet tall up to 1 minute occasionally
- Ability to horizontally transfer 40 lbs. on a push-pull cart up to 50 feet
- Ability to vertically transfer 50 lbs. on a push-pull system with upper extremities only from 4.5 – 6 feet
- Ability to ascend and descend a ladder

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