

Design Consultant

Department: Consulting

Status: Full Time

Reports To: Director of Consulting

Job Summary

Responsible for providing technical, creative, and functional AVL leadership to Portable Church Industries through direct church consultations, AVL system designs, recommending AVL technologies, providing technical delivery and post-delivery support, ensuring technical excellence of our processes and systems, and special projects. Using their array of knowledge and technical ability, a PCI Design Consultant is responsible for designing and developing a customized system to give a church the ability to function in a portable environment efficiently and effectively. Our design consultants must have a strong large venue technical and production background, possess skills in AVL system design, environmental design, project management, and communication. They must have the ability to listen carefully and develop solutions to assist in the translation of a church's vision and needs into a portable environment, communicate clearly so that techs and non-techs are able to understand what is being created, continually update clients with accurate assessments of costs and timeframe, think critically to analyze multiple situations and problem solve, and collaborate with other professionals in the team.

Supervisory Responsibilities

None

Responsibilities

- As part of a team of Design Consultants, provide on-site consultations, virtual consultations, and on-site system deliveries at churches as needed.
 - Travel to church locations to conduct multi-day consultations and deliveries is a consistent and normal part of this role.
 - Anticipate travel averaging 9-15 days per month.
- Design excellent, efficient portable AVL, children's ministry, and first impression systems that meet or exceed customer expectations while achieving expected company efficiencies and profitability.
- Display strong professional skills including ability to quickly establish personal credibility with all levels of customer personnel, adapt to a variety of customer situations, and effectively manage customer expectations.
- Work with our sales team, clients, consultants and project managers to perform pre-sale AVL design assistance.
- Provide accurate design documents to the production team for all systems personally designed.
- Provide continued communication with clients during manufacturing and integration phase to ensure an excellent product and bridge the delivery experience.
- Provide post-delivery system support to the customer service team to resolve open issues.

- Analyze new products and industry advancements, and develop recommendations as deemed appropriate.
- Assist in troubleshooting issues in the system design/engineering/manufacturing processes.
- Work with the Director of Consulting on special projects including improving design processes, design best practices, and special products.
- Participate in regular Consulting Team events, meetings, and industry trade shows.
- Perform other duties as assigned by the Director of Consulting.