



(manual section is applicable for above companies)

HUMAN RESOURCES

Revision 63 : August/09/2011

Chapter 8 - .11 Guest Activities

8.11.18 Lounge Technician

Position Description

Position Title: Lounge Technician

Position Code: LNGE

POSITION SUMMARY

Operates, repairs and maintains the sound and lighting systems in the various secondary entertainment venues throughout the ship.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Royal Caribbean International expects each shipboard team member to relentlessly exemplify the principles of the Anchored in Excellence Credo to all team members. In addition, all duties and responsibilities are to be performed in accordance with Royal Caribbean International's Gold Anchor Standards, SQM standards, USPH guidelines, environmental, and safety policies.

Each shipboard employee may be required to perform all functions in various service venues and throughout the ship.

1. In accordance with Royal Caribbean International's philosophy of *Anchored in Excellence*, each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and crew areas.
2. Responsible for the set-up, operation, repair and maintenance of sound and lighting systems in several entertainment spaces aboard the ship for a variety of events and activities, including theme nights, group functions and charters.
3. Works in several different venues with various kinds of sound and lighting systems. Working with different performers, bands and musical groups. For select musical sets and activities, sets up the equipment and remains present during the performance or event; other musical sets or activities require checking on them frequently and assisting with troubleshooting or adjustments.
4. Carries out regular maintenance in all of the venues which they are responsible for in accordance with the AMOS maintenance system, and works with the head sound and light technician to see that any malfunctioning or broken equipment is repaired or replaced in a timely manner.
5. Notifies the head sound and light technician of any problems or issues with the sound system or lighting systems so this information may be added to the technical report and/or work in progress report for the week.

6. Works with the Stage and Production Manager and the Head Sound and Light Technician to ensure that spare batteries are kept in stock for all applicable equipment which is used on a regular basis.
7. Works with the Head Sound and Light Technician to see that a complete set of updated schematics and drawings for the sound and lighting systems in each entertainment venue are readily accessible, and that all sound and lighting equipment racks are properly labeled as to which circuit breaker feeds each equipment rack, which speakers are powered by each amplifier and processor in the rack, etc.
8. Makes certain that all e-mail correspondence concerning shipboard matters are sent using the ship's Lotus Notes accounts. Should also see that the Cruise Director, SPMs and the shoreside support team are copied, and that the shoreside technical support team is copied on all e-mails sent from the ship regarding technical needs or equipment.
9. Consults with the shoreside Fleet Technical Operations Specialist before planning or undertaking any large sound or lighting equipment installations or projects, or before making any larger equipment purchases.
10. Attend any and all trainings, meetings, classes or courses as required.
11. Develops hand-over notes at the end of each contract and to be approved by their manager as per SQM guidelines. Notes should be divided into 1) Systems operations by room and 2) Activities cue by cue.
12. Ensures that all non-essential equipment such as stage lighting fixtures and projectors are powered off when not in use.

Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

QUALIFICATIONS

- Education from a technical school preferred.
- Candidates for this position should have a good working knowledge of analog mixing consoles such as those manufactured by Mackie, as well as digital mixers from Yamaha. Should also be able to operate analog outboard gear such as graphic and parametric equalizers, gates, compressors, limiters, and effects units such as those manufactured by Yamaha and Lexicon.
- Working knowledge of the operation of show lighting consoles and programs such as Martin Lightjockey.
- Working knowledge of “backline equipment” such as guitar, keyboard and bass guitar amplifiers.
- Must be able to operate several types of recording and/or playback devices, such as CD, MP3, DA98 and Tascam MX-2424.
- Must be able to physically set up and strike bands, and know proper microphone and stage monitor placement.
- Be able to do basic troubleshooting and basic, routine maintenance on many types of audio gear including amplifiers, consoles, outboard audio gear, and be able to detect and replace blown speaker drivers; and perform basic, routine maintenance on conventional and intelligent lighting instruments.
- Have the ability to schedule your time and multi-task, and a good attitude are a must for anyone in this position.
- Must be able to work well with others. This is essential, as you will be working with several groups of musicians as well as groups of guests and many other crewmembers on a regular basis.

KNOWLEDGE AND SKILLS

- Ability to speak English clearly, distinctly and cordially with guests.
- Ability to read and write English in order to understand and interpret written procedures. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.
- Ability to speak additional languages such as Spanish, French or German preferred.
- Should be able to read and interpret equipment manuals, operations manuals, memos, technical procedures and necessary rules and regulations. Should be able to effectively present information and respond to questions from Royal Caribbean employees and guests.

PHYSICAL REQUIREMENTS

While performing the duties of this job, the shipboard employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

All shipboard employees must be physically able to participate in emergency life saving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. Ability to lift and/or move up to 50 pounds.

Related Entries:

END OF SECTION