

EXHIBITOR SERVICES REPRESENTATIVE

SUMMARY

Exhibitor Services Representative (“ESR”) position is a six (6) month training period in preparation to moving into the Exhibitor Services Associate position under successful completion. During this training period the ESR is responsible for ensuring that exhibitors’ requests for services are met on a timely basis. As assigned, ESR must be available to assist with show preparations including taking in and reviewing service orders and preparing for onsite service desks. ESR will be responsible for daily office activities including answering incoming exhibitor phone calls and emails, attending to mailed and online orders, and other general office tasks. When assigned the ESR will shadow the ESA or Sr. ESA on service desks. Additionally this position is responsible for ensuring the operational needs are met by communicating information to the proper departments within the Convention Center.

ESSENTIAL DUTIES AND RESPONSIBILITIES: The Director of Guest & Exhibitor Services & Exhibitor Services Manager may designate various other activities. *The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time for any reason, including reasonable accommodation.*

Customer Service

- Perform all duties in a professional and productive manner with the aim of providing the highest level of customer service to ensure successful events and Signature Boston experience for the exhibitors.
- Serves as primary point of contact for exhibitors and Service Delivery Teams onsite; ensuring service orders are completed
- Assists and shadows the ESC, Sr. ESA and ESA on Exhibitor Services Desk for all levels of events.

Pre Event

- Assists and shadows the ESC, Sr.ESA and ESA on all pre event tasks and duties.
- Assists the ESC, SR.ESA, and ESA with Exhibitor Services Orders with Public Safety, Electrical, Plumbing, Internet, Rigging, Telecommunications, Cleaning and Levy Restaurants to ensure proper set up of booths.
- Assists with Upload Exhibitor Lists as supplied by the Event Manager and make updates as necessary
- Assists with Verify Customer Account information in the Customer Settlement Report and coordinates with the Finance Department on credits and balances due
- Assists with running the Electrical Tags for Exhibitor Booths and provide to BMS and Electrical Department
- Assists with ensuring Exhibitors have received quotes on all custom rigging orders.
- Assists with assigning phone numbers to requested booths and Create Alpha Phone List to be distributed at the Pre-Con
- Assists with preparing Client Tent Cards and ensure Departments and Partner Tent Cards are prepared for the Pre-Con.

During Event

- Maintains knowledge of Exhibitor Rules and Regulations as it pertains to each individual event.
- Assists the ESC, Sr. ESA and ESA on event tasks and duties as assigned.

Administrative Support

- Completes Projects as Assigned by the Director of Guest & Exhibitor Services

SUPERVISION RECEIVED: Supervision is provided by the Exhibitor Services Manager and includes assignment of duties, inspection of work, training, coaching, and performance evaluations.

EDUCATION/ EXPERIENCE: Bachelor's degree from four-year college or university. The Bachelor's degree requirement may be substituted with an Associate's degree plus two years' related experience. Experience must be working within the Hospitality/Convention Industry or equivalent. Knowledge of state-of-the-art computer word processing and analytical tools such as Excel. Experience with two way radios and general office equipment a plus. A well-organized individual who is a team player, and can relate to people at all levels of an organization, possesses excellent communication skills, flexibility and is committed to the MCCA's Mission.

WORK SCHEDULE: The work schedule for this position typically fluctuates based upon the needs of a particular event or project, which would require the ability to work a flexible schedule including late nights, early mornings, long days, weekends and holidays. Travel to other MCCA facilities may be required.

To apply online please visit:

https://workforcenow.adp.com/jobs/apply/posting.html?client=massconven&jobId=138567&lang=en_US&source=CC3