



EXHIBITOR SERVICES ASSOCIATE

SUMMARY:

The Exhibitor Services Associate (ESA) is responsible for ensuring that exhibitors' requests for services are met on a timely basis. When needed, ESA must be available to assist with show preparations including taking in and reviewing service orders, preparing for onsite service desks, assisting on service desk during show move-in through close, and assisting to close events. ESA 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. As requested, ESA will assist Event Service Managers with client orders and order input for assigned events within the Convention Center prior to, during and following an event. Additionally this position is responsible for ensuring the operational needs are met by communicating information to the proper departments within the Convention Center. On occasion, may assist with Guest Services. Duties including but not limited to, event staffing coordination, general office support, information distribution, and may serve as point of contact for Guest Service Associates.

ESSENTIAL DUTIES & RESPONSIBILITIES:

Customer Service:

- Perform all duties in a professional productive manner with the aim of providing the highest level of customer service to ensure customers have a successful event.
- As requested, assists exhibitors with online ordering system
- As directed, may contact exhibitors to solicit sale of new or additional services
- Reviews requests for service to ascertain exhibitors' needs and if necessary recommend changes
- Maintains and reviews booth lists and floor plans for individual events
- Communicates customer needs to various departments
- As requested, performs Exhibitor Outreach for select events and exhibitor groups, either in person or via telephone / email, to determine event requirements and communicate requests to appropriate departments.
- Prepares or assists in the preparation of the resumes for show management, including such items as: service order entry, special notes, phone numbers and phone billing.
- Assists the Event Managers as needed with larger events.
- Resolves or assists with resolution of on-site emergencies
- Assists with setup of and attends Pre Convention meeting with client representatives and department representatives to verify client's needs and ensure they are met.
- Maintains the service desk during the show move-in and show hours in order to serve the exhibitors by answering questions and ensuring that unanticipated needs are met during the show.

Billing:

- Maintains exhibitor files and appropriate show documents
- Reviews all pre-show exhibitor request forms and corresponding payments for accuracy.
- Processes and completes contract forms, determines charges for services requested, collects deposits, prepares invoices, verifies accuracy and issues itemized bills.
- Contacts exhibitors regarding overdue and insufficient payments.
- Refers complaints of services failures to designated departments for investigation and corrections, and adjusts

billing accordingly.

- Collects invoice payments and coordinates the process of charging and crediting accounts with Accounting Dept.

General Support:

- Assigns telephone extensions for show managers and exhibitors and enters information into the Telephone Billing System
- Produces Alpha phone list for shows and distributes to appropriate MCCA Departments.
- Participates in the rotating schedule to provide coverage for the receptionist as needed.
- Occasionally requested to assist with Guest Services Coordinator activities including managing GSA's, gathering show information, and other related Guest Services Tasks.

EDUCATION/ EXPERIENCE:

- Bachelor's degree from four-year college or university OR Associate's degree plus two years of experience.
- Experience must be working within the Hospitality/Convention Industry or equivalent.

Interested candidates, please submit resume and cover letter to MCCAjobs@massconvention.com