

EXHIBITOR SERVICES SPECIALIST I – Temporary Position Minneapolis Convention Center

The Exhibitor Specialist I is a customer service position responsible for assisting exhibitors with a variety of services for shows including verifying orders placed by clients, matching diagrams to orders submitted and ensuring exhibitors have services they need. **Salary range is \$16.52 to \$21.56 hourly.** The Exhibitor Specialist I serves as the liaison between those convention center services and the customers. Upholding high standards of customer service, independent judgment and professionalism are required for this position. We assist exhibitors with their inquiries and requests and respond with prompt quality service and equipment in a professional and hospitable manner. This position also maintains the operation of the Exhibitor Services desk with a high level of customer service at all times.

TYPICAL DUTIES AND RESPONSIBILITIES

A. Customer Service

- Assist all clients, guests and other users of the Minneapolis Convention Center in a professional manner.
- Maintain Exhibitor Services Office to assist exhibitors with inquires and requests before, during and after the events.
- Assist clients with questions regarding payment, layout, policies, and procedures.
- Sell exhibitors additional services and related equipment during shows.
- Verify floor plans submitted to ensure accuracy and professionally discuss discrepancies with exhibitors.

B. Data Entry

- Prepare work orders in response to advance orders and on-sight requests from exhibitors by performing data entry using the Conventions Center's custom software Event Business Management System (EBMS).
- Enter service orders for other Convention Center services when requested for example: (security, fire personnel, medical services, police services, and for special cleaning, or tables and chairs).
- Receive service requests from exhibitors to add/change/delete utilities and related services, arrange for work to be done and perform necessary computer data entry to account for the changes.
- Verify orders and make appropriate charges for completed shows to generate invoices.
- Perform general office procedures/duties as assigned: copying, faxing

C. Verify Service Orders

- Audit actual services used by exhibitors during shows compared to original orders.
- Collect fees from exhibitors who have used additional services and/or make appropriate adjustments or reductions if services are cancelled.
- Maintain cash bank for use in collection and sales activities and reconcile the balance daily.

Requirements:

- High School Diploma or equivalent. Some college experience or degree preferred.
- One year of customer service experience and one year of clerical or data entry experience.

Knowledge, Skills and Ability:

- Ability to interact with fellow employees, clients and the general public in a professional and tactful manner
- Proficient in English
- Basic knowledge of accounting, booking and data entry
- Proficient computer skills
- Ability to enter and retrieve information from the computer.
- Ability to follow oral and written instructions.
- Physical ability to stand and walk for long periods of time
- Ability to work flexible hours, nights, weekends and holidays as needed

This position is temporary and does not include benefits. There are no guaranteed hours. Hours can vary from zero to forty (0 to 40). Hours include nights, weekends and some holidays. Salary range is \$16.52 to \$21.56 hourly. **If you are interested in this position**, please submit resumes to Pat.Davis@minneapolismn.gov . Resumes accepted through Thursday, November 13, 2014.