



## Event Services Coordinator

**Job Title:** Event Services Coordinator  
**Location:** Victoria, BC (travel within British Columbia and potentially Western Canada, as needed)  
**Terms:** Full-time, hourly

**About Us:** Global Convention Services is seeking a results-oriented individual to join our team as the **Event Services Coordinator** of our Victoria branch.

Global is a family-owned event decorating company operating since 1989, with eight branches in five provinces across Canada. Our core services include but are not limited to trade show décor, event tent & furniture rentals, event electrical distribution, event printing and signage, material handling, shipping, customs and brokerage, and display installation and dismantle services. Some of our recurring clients are Pacific Agriculture Show, Victoria Women's Expo and Health Show, Victoria Greek Fest, Rifflandia, Saanich Fair and the Nanaimo Boat Show, as well as many other regional, national, and international trade shows, local sporting and community events. Every event is different, which means every day brings new and exciting tasks and challenges.

**About the Role:** The Event Services Coordinator will be an integral part of our Victoria operations. This candidate will work closely with event services manager, account managers and the operations team, reporting to the Victoria event services manager. This candidate's primary responsibility will be to provide exceptional support to clients and exhibitors, acting as their main onsite point of contact for sales and customer service. This candidate will directly contribute to the organization's success by increasing onsite sales and customer satisfaction and will have the opportunity for growth and expanded responsibilities within the organization.

**Responsibilities:**

**Exhibitor Services**

- Prepare for all events that require exhibitor services by ensuring you have everything you need prior to arriving onsite at an event. This includes ensuring your equipment is charged, printing off all necessary documentation, and ensuring the documentation is accurate and up to date.
- Develop a keen and thorough understanding of the material handling process, and be the go-to for any onsite material handling questions from exhibitors, coworkers, show organizers, and facility managers
- Manage onsite exhibitor services, including manning the exhibitor services desk, facilitating onsite sales and customer service, as well as problem solving
- Liaise directly with 30-300+ exhibitors on show site, initiating contact with them and ensuring they understand the move-in and move-out process including material handling
- Work with installation labourers to ensure exhibitors materials and services are delivered in a timely manner
- Accountable for all exhibitor freight (materials) entering and exiting the event facility
- Ensure all paperwork is organized and all accounting procedures have been followed in a timely manner upon show close
- Operate as Global's sole onsite contact during events, as needed

### **Event Services Support**

- Act as main contact for small event organizers, as well as wedding couples and planners in the detailed planning process of their event and/or conference,
- Obtain and confirm event related details with clients. Organize and disseminate information to event manager and operations through e-mail, and job orders in a professional and timely manner.
- Promptly respond to all client inquiries and provide immediate attention to their needs
- Coordinate clients' needs with other suppliers to supply rental items, audio visual equipment, décor & themed items, and other needs as identified by the client
- Organize and schedule site visits with client and operations team as required.
- Ensure that all accounting procedures are followed including deposits, appropriate credit and pre-payment
- Maximize revenues through effective upselling
- Operate as Global's sole onsite contact during events, as needed
- Other duties, projects, and initiatives as assigned by Event Manager

### **Requirements:**

- Minimum 2-3 years of relevant experience in customer-facing roles, previous customer service experience working directly to solve customer concerns is considered an asset
- Ability to work and thrive in a team environment
- Experience juggling multiple tasks at once
- Organized with effective time management skills
- Ability to function and maintain a professional attitude under tight deadlines and long work hours
- Excellent oral communication with a high degree of comfort introducing yourself to clients and exhibitors
- High degree of comfort leading small teams and working with labourers
- Strong technological skills, including experience using POS (point-of-sale) systems and email. Experience with Microsoft Excel, Outlook, Access and Word is considered an asset.
- Must have access to a reliable vehicle
- Must be able to work flexible hours, including evenings and weekends, and travel throughout Vancouver Island, and British Columbia (as needed)

### **Benefits:**

- Fun, friendly and supportive workplace culture
- Competitive Wage
- Comprehensive benefits package; including extended health & dental, group RRP
- Company cell phone
- Professional Development
- Fitness Reimbursement
- Discounted Event Tickets

### **Contact us to Apply**

If you are looking to be a part of Canada's premier event decorating company, and join our family from coast to coast, please send your resume to [Careers@globalconvention.ca](mailto:Careers@globalconvention.ca).

Although we appreciate all applicants, only those selected for an interview will be contacted.

***Global Convention Services is an equal opportunity employer and welcomes applications from all qualified individuals.***