



## Event Manager

**Job Title:** Event Manager  
**Location:** Calgary, BC (travel within Alberta and 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 Manager** of our Alberta operations.

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 Alberta Beer Festivals, Calgary Teacher's Convention, Calgary and Edmonton Boat and Sportsmen Shows, University of Calgary, Hockey Canada, Volleyball Canada, and Curling Canada events, 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 Manager will be an integral part of our Alberta operations. This candidate will work closely with our Alberta sales and operations teams, bringing the two departments together to execute successful events for our clients. This candidate's primary responsibility will be to provide exceptional support to coworkers, clients and exhibitors, while planning, developing, implementing and overseeing company initiatives and projects. This candidate will directly contribute to the organization's success by enhancing interdepartmental communication, delivering successful events and ensuring customer satisfaction.

**Responsibilities:**

**Account Management**

- Act as main contact for small event organizers as they contract Global for their trade show, corporate event, conference or special event
- Obtain and confirm event related details from clients. Organize and disseminate information to account manager and operation team via e-mail and internal job site in a professional and timely manner
- Respond to all client inquiries and provide helpful and prompt attention to their needs
- Organize and schedule site visits with client and operations team as required
- Ensure all accounting procedures are followed including coordinating invoicing with the accounting department, and ensuring deposits and balances are paid
- Maximize revenues through effective upselling and sales prospecting
- As needed: operate as Global's sole onsite contact during events, guiding our operations team and ensuring events are successfully executed

### **Exhibitor Services**

- Assist with selling our services to individual exhibitor accounts on large events. These products and services could include furniture rental, installation labour, graphics and signage, and material handling services.
- Develop a keen and thorough understanding of the material handling process, and be able to answer any onsite material handling questions from exhibitors, coworkers, show organizers, and facility managers
- As needed: 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 in the pre-planning process and on show site, initiating contact with them and ensuring they understand the move-in and move-out processes including material handling
- Work with operations team 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

### **Requirements:**

- Minimum 3-5 years of relevant project/event management, event/facility operations and sales experience required
- Demonstrated ability to manage and improve business relationships
- 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 significant experience with Microsoft Excel, Outlook, and Word
- Must have access to a reliable vehicle
- Must be able to work flexible hours, including evenings and weekends, and travel throughout Alberta (as needed)
- Completed post-secondary education considered an asset

### **Benefits:**

- Fun workplace culture with a mix off desk and show floor work
- Competitive Wage
- Comprehensive benefits package; including extended health & dental, group RRP
- Company cell phone
- Professional Development
- Fitness Reimbursement

### **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.***