



Exhibitor Services Executive

Job Title: Exhibitor Services Executive
Location: Halifax, NS (travel within Nova Scotia, as needed)
Terms: Full-time, hourly
Salary: Commensurate with experience

About Us: Global Convention Services is seeking a results-oriented individual to join our team as the **Exhibitor Services Executive** of our Halifax 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 Hal-Con, Halifax RV Show, Spring Ideal Home Show, Motorcycle and Powersport Show, Halifax International Boat Show, as well as many other regional, national, and international trade shows, and local sporting and theatre events. Every event is different, which means every day brings new and exciting tasks and challenges.

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

Responsibilities: **Exhibitor Services**

- Develop a keen and thorough understanding of the material handling process, and be the go-to for any material handling questions from exhibitors, coworkers, show organizers, and facility managers
- Manage onsite exhibitor services, as needed, including manning the exhibitor services desk, facilitating onsite sales and customer service, as well as problem solving
- Manage exhibitor services via phone and email correspondence, including creating templated exhibitor kits, processing and invoicing exhibitor orders, and providing customer service
- Prepare for all events that require exhibitor services by ensuring the onsite exhibitor services representative has everything they need prior to arriving onsite at an event. This includes ensuring equipment is charged, printing off all necessary documentation, and ensuring the documentation is accurate and up to date.
- Liaise directly with 30-300+ exhibitors on show site and in email/phone correspondence, initiating contact with them and ensuring they understand the move-in and move-out process including material handling

- Work with the operations team to ensure exhibitors materials and services are delivered in a timely manner, this also includes ensuring all pre-order documentation is accurate and up to date
- Accountable for all exhibitor freight (materials) entering and exiting the event facility
- Coordinate with the warehouse supervisor to ensure stranded freight is properly managed post-show
- Produce move-out notices and booth numbers for the on-site exhibitor services representative's use
- Invoice clients for all branch operations
- Operate as Global's sole onsite contact during events, as needed
- Other duties, projects and initiatives, as assigned

Requirements:

- Minimum 2-4 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, email Microsoft Excel, Outlook, Access and Word
- Must have access to a reliable vehicle
- Must be able to work flexible hours, including evenings and weekends, and travel throughout Nova Scotia, as needed

Benefits:

- Friendly and supportive workplace culture
- 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 and cover letter to lthomas@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.