



Position – Exhibitor Services Manager FT
Facility Name - ASM-Oklahoma City Convention Center
Location - Oklahoma City

POSITION: Exhibitor Services Manager
DEPARTMENT: Event Services
REPORTS TO: Director of Event Services
FLSA STATUS: Exempt

POSITION SUMMARY

We are seeking a unique Exhibitor Services Manager to join our Event Services team. The Exhibitor Services Manager under general supervision, controls and monitors the processes of the sale and execution of Oklahoma City Convention Center exhibitor services for conventions and tradeshows including but not limited to electrical, telecommunications and security services. Provide outstanding customer service to all guests, exhibitors, show decorators and clients. Acts as liaison between the facility and clients, ensuring all clients' requirements are met and facility rules, regulations and policies are adhered to. Serves as Event Manager for corporate meetings, small trade shows, banquets and internal events as the schedule permits.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Include the following. Other duties may be assigned:

- Ensure successful coordination of exhibitor utility services purchased by show managers, clients, exhibitors and vendors.
- Act as the direct contact for all departments supplying services for exhibitors and clients
- Acts as the back-up software Administrator for Boomer systems
- Coordinate event ordering information with all departments and subcontractors; coordinate with them on early installation of services where possible
- Serve as an Event Manager for corporate meetings, small trade shows, banquets and internal events as the schedule permits.
- Assist with the creation and distribution of floor plans via CAD as needed.
- Research, review and recommend equipment, materials and supplies required for online orders
- Provide bi-annual pricing comparisons of equivalent services from comparable venues within the market
- Hire, train and supervise Exhibitor Service Desk staff to effectively sell exhibitor services
- Plan, organize, and assign all day-to-day work assignments for part-time exhibitor services staff
- Assist with special needs or requests for all orders, such as approving special orders or additional orders
- Work directly with the Finance department on commission reports and audits generated from the online ordering system.
- In conjunction with Finance, conduct event audits for all events using contracted services
- Run daily event reports as needed from the online ordering system
- Assist in preparation of estimated revenues and/or expenses
- Resolve routine and challenging situations with clients, exhibitors, contractors, and staff using open communication and critical thinking skills.

- Maintain the proper image and generate positive public relations with clients, exhibitors, contractors and staff.
- Attend appropriate planning, organization and other facility and event meetings.

SUPERVISORY RESPONSIBILITIES

This position may supervise 1-2 part time employees.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

EDUCATION AND/OR EXPERIENCE

- Must be 18 years of age
- Must have high school diploma or GED equivalent
- Bachelors Degree with 2-3 years experience in the event industry preferred

SKILLS REQUIRED

Position requires ability to:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee may be required to work both indoors and outdoors as required by the function.

The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Demonstrate knowledge in industry terminology, facility capabilities, operational procedures and event-related services.
- Demonstrate the principles and techniques of supervision, training, budgeting and other administrative duties.
- Work independently, exercising judgment and initiative. Work effectively under pressure and/or stringent schedule and produce accurate results.
- Maintain an effective working relationship with clients, employees, exhibitors, patrons and others encountered in the course of employment.
- Operate standard office equipment and personal computer(s) using MS Windows, Excel, MS Word and PowerPoint.
- Define problems, collect data, establish facts, and draw valid conclusions.
- Good written, verbal and computer skills.

- Follow oral and written instructions and communicate effectively with others in both oral and written form.
- Remain flexible and adjust to situations as they occur.
- Work in a fast-paced environment.
- Be licensed and insured to operate a motor vehicle in the United States.
- Demonstrate exceptional skills in customer relations, communications and problem solving.
- Ability to work long and irregular hours that may vary due to functions and may include day, evening, weekends and holidays.

PHYSICAL DEMANDS

- May spend long hours in sitting and/or walking
- Occasionally lift/push/pull objects weighing up to 25 lbs
- Demonstrate exceptional skills in customer relations, communications and problem solving.
- Ability to work long and irregular hours that may vary due to functions and may include day, evening, weekends and holidays.

NOTE: The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

Human Resources Manager: Kiara Montalbano
Oklahoma City Convention Center -- Cox Convention Center
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No Phone Calls

All applicants must apply online to be considered. Applicants needing reasonable accommodations to complete the application may contact the Human Resources

ASM Global is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.