



Rhode Island Convention Center JOB DESCRIPTION

JOB TITLE: Exhibitor Services and Facility Coordinator

DEPARTMENT: Event Services

FLSA STATUS: Non-Exempt

REPORTS TO: Director of Event Services

SUMMARY

Administers and manages the daily activities of the Business Center and Exhibit Service Department along with the coordination of operational requirements necessary to ensure the success and efficiency of the events and the facility.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Ensure Business Center desk is open and operational all business hours and as needed during events.
- Produce end of month and per event reports to track orders and revenue.
- Coordinate processing of all exhibitor orders for ancillary services of the Center.
- Distribute forms to decorators and show managers as needed for exhibitor kits.
- Ensure efficient collection effort for payment of services provided.
- Correspond with customers to ascertain timetables and status of orders.
- Establish pricing for special services.
- Ensure proper dissemination of orders to corresponding service departments.
- Implement and maintain control procedures for the department.
- Investigate and recommend new revenue avenues for the center.
- Do floor checks several times during each event to ensure that we receive payment for all electrical used. Address issues with exhibitors pertaining to electrical/utility usage.
- Perform all other duties and/or responsibilities as assigned.
- Produce daily financial cash receipts and revenue tallies.
- Manage the retail operations of the Business Center, including copies, faxes, shipping, office supplies, and internet services.
- Ensure quality customer service.
- Troubleshoot exhibitor complaints.
- Work directly with the Facility/Operations Manager on miscellaneous projects.
- Act as a liaison between the convention center and preferred vendors.
- Monitor uniform vendor for quality control.
- Oversee all aspects of building inventory, including collection, updates and periodic reports.
- Oversee waste management and recycling program; generating monthly reports
- Perform daily walk through of the facility to ensure the highest standards of cleanliness and repair.
- Assist Facility/Operations Manager with E-Time (weekly payroll system).

SUPERVISORY RESPONSIBILITIES

- Supervise and train interns in the Business Center.
- Carries out supervisory responsibilities in accordance with SMG's policies and applicable laws.

QUALIFICATIONS

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

EDUCATION AND WORK EXPERIENCE

- Bachelors degree preferred.
- Demonstrated supervisory experience in a public assembly or convention facility preferred.
- Background in customer service, retail management, and some financial knowledge is preferred.

PHYSICAL DEMANDS

- Daily sitting, focusing on and operating a personal computer or terminal keyboard to enter data for aver 60 minutes at a time.
- Ability to read printed words and numbers in printed form and on computer/terminal monitor.
- Communicate by telephone for up to 30 minutes at a time on a daily basis.
- Hearing sufficient to clearly hear voices, alarms, bells and horns.
- Performing work through repetitive eye/hand coordination.
- Ability to distinguish color.
- Daily standing for up to 15 minutes at a time operating office equipment such as FAX, printer or photocopier.
- Write using pen/pencil or personal computer keyboard for up to 30 minutes at a time on a daily basis.
- Ability to use as necessary, calculator, PC or credit card terminal, printer, fax, photocopier, telephone, cash register, radio.

SKILLS AND ABILITIES

This section provides specific knowledge and skill requirements such as sales techniques, facilitation skills, generally accepted accounting principles, mathematical skills, language requirements, and mental demands.

Summarize the minimum kinds of knowledge, skills and abilities required to this job:

- Knowledge of: Microsoft Office
- Skill in: Must possess excellent communication, organizational, and interpersonal skills.
- Ability to: Learn new computer applications quickly.

COMPUTER SKILLS

- Extensive word processing and spreadsheet experience necessary.

CERTIFICATES, LICENSES, REGISTRATIONS

“No certifications are required.”

PHYSICAL DEMANDS

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.

List working conditions and physical demands such as

- Office environment
- Exposure to heat and cold, dust, pollen, fumes occasionally

HOURS OF WORK AND TRAVEL REQUIREMENTS

The candidate must be able to work independently on an irregular schedule, including frequent nights and weekends, as the event schedule dictates.

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.

To Apply

Send a copy of your most recent resume and cover letter to:

Nicole LaFratta
Dunkin Donuts Center
One LaSalle Square
Providence, RI 02903
Email: hr@smgricc.com
Fax: 401-572-3514

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

Applicants that need reasonable accommodations to complete the application process may contact- 401-572-3528.