

Convention Center Authority

Position Title: Exhibitor Services Representative

Position #:	
Salary Grade:	CA 3
Effective Date:	11/1/2011
Revision Date:	10/24/2022

<input type="checkbox"/>	Exempt
<input checked="" type="checkbox"/>	Non-Exempt

<input checked="" type="checkbox"/>	Full-Time
<input type="checkbox"/>	Part-Time
<input type="checkbox"/>	Seasonal

Indicate Employee Type	
<input type="radio"/>	Administration
<input type="radio"/>	Sales/Marketing
<input type="radio"/>	Event & Guest Services
<input type="radio"/>	Operations
<input checked="" type="radio"/>	Finance & Administration
<input type="radio"/>	Food & Beverage Services

POSITION SUMMARY: In a few sentences, briefly describe the primary function and purpose of position.

Under the direction of the Exhibitor Services Manager, this position is responsible for processing exhibitor orders, answering exhibitor questions and managing the service desk during shows. When not on the show floor, this position will be stationed at the frontdesk for the Admin building and manage lobby reception area while processing electronic orders/inquiries from exhibitors and answering phone calls.

PRINCIPAL POSITION RESPONSIBILITIES/DUTIES: Below is a list of major tasks beginning with the most important for which the position is responsible. Also included is the estimated percentage of time spent on performing the tasks. This is suggested, but not required for Exempt positions.

RESPONSIBILITIES/DUTIES	
1.	Manage all aspects of customer service for all exhibitors, i.e. handling exhibitor inquiries and service needs prior to, during, and after each event, liaison between MCC and the exhibitors and service contractors.
2.	Provide customer service working reception desk in the lobby of the administrative offices
3	Utilize and develop skills to help exhibitor services keep up with advances in technology and computer systems
4	Active participation in pre-show planning and development of service plans.
5	Ensure pre-opening checks are conducted to capture all potential revenue.
6	Manage and maintain system and processes for management of exhibitor orders and helps to ensure compliance with exhibit rules and regulations.
7	Resolve exhibitor issues or ensure customer remedy and satisfaction.
8	Monitor the collection and reconciliation of cash at show site daily as within MCC guidelines.
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17	Perform additional duties as assigned.

Job Evaluation Factors (Check all that apply)

Formal Education <i>(Minimum Required)</i>	<input type="checkbox"/> H.S. Diploma or GED preferred	<input checked="" type="checkbox"/>	Bachelor's Degree preferred
	<input type="checkbox"/> Vocational or Technical School required	<input checked="" type="checkbox"/>	Education/Experience Equivalent
	<input type="checkbox"/> Associate's Degree preferred	<input type="checkbox"/>	Other:

Minimum Experience <i>(Minimum Required)</i>	<input type="checkbox"/> None	Impact On Budget	<input type="checkbox"/> Contributory
	<input checked="" type="checkbox"/> One to three years		<input type="checkbox"/> Direct
	<input type="checkbox"/> Three to five years		<input type="checkbox"/> Other:
	<input type="checkbox"/> Other:		

Decision Making <i>(level of direction & supervision)</i>	<input type="checkbox"/> Little independent judgment required
	<input checked="" type="checkbox"/> Judgment/discretion to make independent decisions within guidelines
	<input type="checkbox"/> Establish Policy & Procedures
	<input type="checkbox"/> Other:

Problem Solving <i>(Typical level encountered over extensive period of time)</i>	<input checked="" type="checkbox"/> By reporting and/or talking to supervisor
	<input checked="" type="checkbox"/> Choices defined in standard work procedures/policies
	<input checked="" type="checkbox"/> Methods chosen before in similar situations
	<input checked="" type="checkbox"/> Identification and analysis of diverse problems
	<input type="checkbox"/> Complex, varied and only mildly related to those seen before
	<input checked="" type="checkbox"/> Requires understanding/evaluation of impact upon the CCA
	<input type="checkbox"/> Other:

External Contacts	<input type="checkbox"/> External communication is minimal
	<input checked="" type="checkbox"/> Regular contact with general public
	<input type="checkbox"/> External contacts involving difficult formal negotiations
	<input type="checkbox"/> Effectively deal with diverse groups and organizations
	<input type="checkbox"/> Other:

Supervisory Responsibility <i>(Typical level encountered over extensive period of time)</i>	<input type="checkbox"/> None
	<input checked="" type="checkbox"/> Authority limited to direction of temporary employees only
	<input type="checkbox"/> Orient/train others; may act in a lead capacity
	<input type="checkbox"/> Provide leadership/direction to staff on event related issues
	<input type="checkbox"/> Supervise multiple functions, with full responsibility for effective operation & results
	<input type="checkbox"/> Overall responsibility to provide direction and guidance
	<input type="checkbox"/> Other:
	Number of Direct Reports: 0

Job-Related Knowledge <i>(knowledge of...)</i>	<input checked="" type="checkbox"/> Basic skills in oral/written communication	<input type="checkbox"/> Microsoft Publisher
	<input checked="" type="checkbox"/> Microsoft Word	<input type="checkbox"/> AutoCad
	<input checked="" type="checkbox"/> Microsoft Excel	<input checked="" type="checkbox"/> Financial Management
	<input checked="" type="checkbox"/> Microsoft PowerPoint	<input checked="" type="checkbox"/> Administrative principles/practices
	<input type="checkbox"/> Microsoft Access	<input checked="" type="checkbox"/> Computers
	<input checked="" type="checkbox"/> Microsoft Outlook	<input type="checkbox"/> Other:
	<input checked="" type="checkbox"/> Must have excellent organizational, interpersonal skills and be detailed oriented.	<input checked="" type="checkbox"/> Flexible work schedules; will include weekends and nights
	<input checked="" type="checkbox"/> Ability to work independently	<input checked="" type="checkbox"/> Knowledge of record keeping, financial control methods
	<input checked="" type="checkbox"/> Ability to work under limited supervision and to interact with all level of staff	
	<input type="checkbox"/>	

WORKING CONDITIONS/PHYSICAL EFFORT: (Check all that apply)

Working Conditions		Physical Effort	
<input checked="" type="checkbox"/> Office, computer room	<input checked="" type="checkbox"/> High noise environment	<input type="checkbox"/> Typically sitting at a desk or table	<input type="checkbox"/> Lifting 11-25 lbs
<input checked="" type="checkbox"/> Service Areas	<input checked="" type="checkbox"/> High dust, dirt, grease environment	<input type="checkbox"/> Typically standing or walking	<input checked="" type="checkbox"/> Lifting 25 lbs or more
<input checked="" type="checkbox"/> Flexible work schedules	<input checked="" type="checkbox"/> Exposure to moving machinery	<input checked="" type="checkbox"/> Bending, crouching, stooping	<input type="checkbox"/> Using Power Tools
<input checked="" type="checkbox"/> Valid TN Driver's License	<input type="checkbox"/> Exposure to chemicals	<input type="checkbox"/> Running, climbing	<input type="checkbox"/> Using Pallet Jack
<input type="checkbox"/> Travel Required	<input checked="" type="checkbox"/> Outdoor exposure to weather	<input checked="" type="checkbox"/> Intermittently sitting/standing/walking	<input checked="" type="checkbox"/> Using Utility Carts
<input checked="" type="checkbox"/> Exposure to Customers	<input type="checkbox"/> Requires Pre-employment Physical	<input type="checkbox"/> Climbing ladders/scaffolds	<input type="checkbox"/> Using Forklift
		<input type="checkbox"/> Lifting 10 lbs or less	<input checked="" type="checkbox"/> Driving CCA Vehicle

Team Member Print
Name/Date _____

Date: _____

I have read and understand the job requirements.

Team Member Signature _____

Supervisor Print Name: _____

Date: _____

Supervisor's Signature: _____

Title: _____

Copies to: Team Member
Department Director
Personnel File

For HR Use Only (Do not write below this line):