



Position Announcement: PT Exhibitor Services Representative

Greater Columbus Convention Center

Columbus, Ohio

POSITION: Exhibitor Services Representative
DEPARTMENT: Finance
REPORTS TO: Exhibitor Services Manager
FLSA STATUS: Non-Exempt/Hourly

SMG, the leader in privately managed public assembly facilities has an excellent and immediate opening for a Part-Time Exhibitor Services Representative at the Greater Columbus Convention Center. The Exhibitor Services Representative is responsible for coordinating delivery of client utility services to facility users during events in the facilities. Performs accounts receivable work.

MAJOR RESPONSIBILITIES:

- Receive, sort and route incoming utility requests. Issue receipts for payment.
- Post customer orders to online accounting system. Sort and file incoming request and other materials submitted to the department.
- Receive telephone calls and provides info to routine inquiries regarding services.
- Collect fees and payment of services. Issue receipts and deliver monies for deposit. Assure accuracy of all computations, reports & postings concerning charges discounts, materials and labor.
- Coordinate advance orders and on-site changes from customers to engineering. Assure that service set-ups by tradesmen are in accordance with customer order requirements.
- Staff Client Utilities Service Desk during events.
- Receive and respond to customer inquiries and issues.
- Resolve normal field problems. Collect past due or unpaid fees from on-site customers.
- Finalize customer utility requirements as assigned and prepare event summary reports.
- Assist in research and industry reviews regarding client utility services. Assist in analyzing collected data and prepare recommendation for charge rates, policies, procedures, services and communication materials for client utilities.
- Must have the ability to interact with guests in a friendly, courteous and polite manner. This will include initiating contact with guests within 10 feet – i.e. smiling, saying “Good Day” or offering assistance when needed.
- Must feel comfortable when around large groups or speaking to a guest, as needed
- Understands the importance of providing customer service and in understanding of “The Magic is in the Details”
- All other duties and responsibilities as assigned.

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.

Knowledge

Associate Degree in industry-related discipline, or two years of college level course work preferred.

Experience

Three to five years customer service experience background. Familiar with basic accounting.

Skills/Aptitudes

Excellent typing and general office skills. Computer literate at an intermediate level. Ability to understand and follow through with oral and written instructions. Ability to undertake and complete multiple tasks. Must possess demonstrated problem-solving and communication skills and have excellent organizational, planning and interpersonal skills. This position requires the ability to interact with all types of people. Must be able to get along with co-workers, customers, vendors, and visitors to the facility. This position requires the ability to respond politely to all individuals and work well as a team player.

Working Conditions

Extended periods of walking and some bending and stooping. Occasional exposure to hazardous conditions or inclement weather. Irregular hours are expected, including evenings and some weekends.

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.

TO APPLY:

This position offers a competitive salary. Resumes must include salary requirements for consideration and may be sent to:

Kasandra Cook
Greater Columbus Convention Center
400 N High Street
Columbus OH 43215

PHONE: 614-827-2541
FAX: 614-827-2537
EMAIL: resumes@columbusconventions.com

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

Date Opened: 03/28/2017

Closing Date: Until Filled