



OUR VISION:

To be the acknowledged leader in public assembly venue management in the region

OUR MISSION:

To enhance the livability and economic vitality of the metropolitan region through sound stewardship, expert management and creative development of the region's public assembly venues

OUR VALUES:

Respect ~ Excellence ~ Teamwork ~ Innovation ~ Community

Job Title	Services Sales Coordinator I	Bargaining Unit	Non-represented
Functional Job Family	Sales & Marketing	Classification #	8128
FLSA	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	Salary Grade #	214
Position Status	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	Revision Date	March 2007

Classification Description:

Promote and sell utility services to event exhibitors. Provide customer service to exhibitors and show managers throughout the event planning process.

Duties and Responsibilities:

To perform this job successfully, an individual must be able to perform each essential duty and physical demands satisfactorily with or without a reasonable accommodation.

1. Promotes and sells basic utility services to booth-renting exhibitors at tradeshow, including electrical, audiovisual, telecommunication and phone, booth cleaning services, and booth-side food and beverage services.
2. Solicits new business from exhibitor lists for all trade and consumer shows.
3. Develops sales programs to add or upgrade services provided.
4. Processes service orders; reviews information to ensure accuracy and thoroughness.
5. Processes data for sales and prepares billing information; investigates and reconciles discrepancies between bid specifications and client's actual use. Conducts audits of exhibitor booths to identify services used but not billed.
6. Provides ongoing customer service to exhibitors and show managers prior to and during events.
7. Operates the exhibitor service desk during show move-ins; answers phone calls, processes transactions and responds to questions and concerns.
8. Provides proper utility forms and promotes online ordering to exhibitors, show management and decorators.

Secondary Functions:

1. Assists other departments as needed.
2. Develops and updates exhibitor sales manual.



3. Assists exhibitors with completing forms and using online ordering system.
4. Other duties which may be necessary or desirable to support the agency's success.

Supervisory Responsibilities:

This position has no supervisory responsibility but may provide leadership and guidance to volunteer staff and/or assist with orientation of new members of the work group.

Education and/or Experience; Certificates, Licenses, and Registrations:

A minimum of two (2) years of customer service or sales experience and a High School Diploma or G.E.D.; or an equivalent combination of education, experience and training that would provide the knowledge, skills and abilities required for the successful performance of the essential job duties.

Knowledge, Skills and Abilities:

- Operations, services and activities of the assigned facility
- Procedures, methods and techniques of basic customer service and sales
- Basic utility terminology
- Windows software and applications
- Computer skills for quick and accurate data entry in EBMS computer system
- Work effectively with information management systems, and adapt quickly to system changes and updates
- Communicate clearly and effectively, both verbally and in writing
- Establish and maintain cooperative working relationships with all persons contacted in the course of work
- Work various hours including weekends, evening and holidays

Physical Demands / Work Environment:

- Majority of work is completed in a general office environment with exposure to moderate levels of noise in a well-lit, well-ventilated and moderately paced environment
- Continuously required to read computer screen; perform repetitive motions of hands and wrist; hear and/or respond to audio/verbal cues
- Frequently required to sit for extended periods of time; stand and/or walk for extended periods of time; see and/or respond to visual cues
- Occasionally required to lift, push, pull and/or carry objects up to 10 pounds; work near or around moving mechanical parts; exposed to fumes or airborne particles; exposed to extreme heat and/or cold
- Rarely required to stoop, kneel, crouch and/or crawl; twist and/or bend; climb and/or balance; reach with hands and/or arms; lift, push, pull and/or carry objects up to 25 pounds; work near or around electricity



A SERVICE OF METRO

“MERC believes that each employee makes a significant contribution to our overall success. That contribution should not be limited by the assigned responsibilities. Therefore, this Classification Description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent or MERC, to just the specific work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of our endeavors.”

APPROVED:

MERC General Manager

Date

MERC Human Resources Manager

Date