Job Description

Position Title: Operations Coordinator
Function: Operations
Directly Reports To: Operations Manager – Alpharetta Office

Objective:
Ensure all trade show operation/logistical efforts are executed efficiently and in a cost effective manner

Responsibilities:
- Support Operations Managers with all pre-show and on-site planning and management
- Research and recommend new vendors and show decorations
- Research and recommend cost savings measures directly related to operating expense
- Manage costs to ensure expenses are within budget
- Assist with new vendor setup and invoice processing
- Assist with planning and executing of all special events
- Update show management requirements document and send to vendors
- Assist with food and beverage menu creation/orders and review/proof all BEOs. Update F&B budget and actuals
- Assist with management of housing. Collect staff housing requests. Send out hotel confirmations to staff
- Ghost hotel rates to ensure group rate is the lowest rate being offered at all hotels in group block
- Assist with final hotel bill reconciliation and auditing
- Create security packets and other on-site documents as needed
- Assist with the sponsorship contracting and fulfillment process
- Collect all sponsor logos and submit for promotion and signage
- Manage sponsorships on-site, as needed
- Track and coordinate publication bin inserts, sponsor bag inserts and literature distribution at show entrances
- Order and track promotional items
- Collect and track EAC and exhibitor insurance certificates
- Lead contact for pre-planning logistics and ordering materials
- Contact ADA attendee requests and coordinate arrangements as needed
- Serve as a floor manager at other EE events as needed
- Travel pre-show and on-site as deemed necessary
- Coordinate other responsibilities as assigned by Operations Manager

Key Competencies:
- Leadership
  - Takes charge in a positive way
  - Demonstrates initiative, leads by example and motivates others to follow
  - Respected by others for job/technical expertise and high standards maintained
- Accountability
  - Takes pride and ownership in delivering quality customer service
  - Takes responsibility for own actions
  - Handles stressful situations with maturity
- Team Work
  - Cooperates with others and proactively contributes to a positive working environment
  - Puts company and departmental goals above individual interests-contributes to the development of team goals and plans
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- Attempts to see the value of others’ ideas and suggestions even if they differ from his/her own

• Planning & Control
  - Manages time wisely- is proactive not reactive
  - Generates new ideas and concepts in operations and services
  - Handles multiple tasks accurately and works at an appropriate pace
  - Utilizes all available resources to meet deadlines

• Client Focus
  - Communicates proactively with internal and external clients
  - Ensures client satisfaction through targeted measures
  - Develops an understanding of client business issues

• Problem Solving & Judgment
  - Keen ability to identify and resolve work related problems
  - Sets priorities and adopts strategies which balance short term and long range objectives
  - Finds answers and creates solutions with limited structure and/or specific direction

Qualifications:
• Computer skills in Microsoft Word and Excel
• College degree or equivalent industry experience