SUMMARY

Freeman is seeking an **Exhibitor Services Representative** to work in a basic customer service capacity with the customer service support staff on large shows and independently on small shows. Additional duties include:

- Perform all in-house and show site functions/procedures as stated in the Exhibitor Services Manual (i.e. data processing, incoming/outgoing phone calls/batch processing, customer billing, invoicing, collecting on outstanding balances, show closings etc…).
- Accurately perform all data entry for Exhibitor Services, i.e., input exhibitor lists, price lists, orders, payments, etc.
- Pack show site supplies, computers, printers, and other equipment.
- Work independently at show site at shows requiring only one (1) Exhibitor Services Representative.
- Properly handle and process cash, checks, wire transfers and credit cards payments. Collect all monies for services before, during and after the show. Calculate and create price masters.
- Communicate professionally with customers via phone, fax, and email or in person at show site. Solicit the sale of upgrade or additional equipment/services.
- Complete all show closing functions.
- Resolve complaints concerning billing or service rendered, referring complaints to designated departments or Account Executive for investigation.
- Ensure all departments are aware of customer requirements.
- Contact exhibitors regarding problems with orders/payments.
- Set up and maintain show files.
- Generate billing and invoicing for the exhibit area of the show.
- Perform audits ranging from pre-show, self audits, show-site, and post show.
- Perform other duties as assigned.

REQUIREMENTS

- Minimum one (2) + years of related experience
- Requires analysis and judgment relative to which item or service will satisfy the customer’s need and knowledge of all Freeman services.
- Proven written and verbal skills necessary to complete assigned tasks.
- Ability to speak effectively with customers or employees of organization.
- Working knowledge of Microsoft Office Suite and the ability to type 40 wpm or 6000 KSPH with 95% accuracy.
- Must be familiar with: Pertinent information for assigned show, show rules and regulations, and personnel assigned to show.
- Representative is expected to be on time with a professional appearance and attitude.
- Must present a general knowledge of all Freeman services to the client.

EDUCATION

- Bachelor's Degree