

### **North American Trade Shows Inc. – DBA Hubbell/Tyner**

#### **Job Description**

**Job Title:** Exhibitor Services Representative  
**Department:** Exhibitor Services  
**Reports To:** Mike Marigold  
**FLSA Status:** Non-Exempt  
**Prepared By:** Dwayne Hendricks  
**Approved By:** Dave Warhol  
**Approved Date:** June 31, 2017

#### **Summary**

Position is a detailed and demanding job. ESR is responsible for assisting our customers on a daily basis.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Helping customers with placing an order.

Responsible to maintain show files in a consistent manner as instructed by supervisor.

Processing of customer orders along with invoicing, collection of invoices both in house and on show site.

Responsible for providing and maintaining a very high level of accuracy and excellent customer service.

Verification of incoming and outgoing shipments.

Communicates with sales and warehouse operations daily.

Organization skills are essential.

**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.

#### **EDUCATION and/or EXPERIENCE**

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

The ideal candidate will have a Bachelor's Degree or one or more years experience in the trade show industry. They must have knowledge of Microsoft Word and Excel along with exceptional customer service, telephone and data skills.

#### **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organizations.

### **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume. Ability to apply concepts of basic algebra and geometry.

### **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Must have a valid Class "B" drivers license.

**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 their job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; walk; and stoop, kneel, crouch. The employee is occasionally required to sit. The employee must regularly lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee is frequently exposed to moving mechanical parts outside weather conditions. The employee is occasionally exposed to high, precarious places; fumes or airborne particles; toxic or caustic chemicals; risk of electrical shock; and vibration. The noise level in the work environment is usually loud.