

J&J Exhibitors Service

Full Service Trade Show Contractor



J&J Exhibitors Service is a full service trade show, exhibit and special events contractor. We are a WBE certified; family owned and operated company with over 90 years of experience in the industry. Our corporate offices are centrally located at 2338 South Indiana Avenue in Chicago, Illinois. Just steps from McCormick Place we are located in the heart of Chicago's event and trade show industry but travel throughout the country exceeding the expectations of our clients. We are seeking a talented **Exhibitor Services Representative** to add to our operations team whose role it will be to provide excellent customer service to all clients and exhibitors. Duties include:

- Client liaison responsible for setting and managing client needs and expectations
- Set up and maintain show files
- Accurately perform data entry for Exhibitor Services
- Communicate professionally with customers via phone, fax, email and in person at show site
- Drive communications to all team members involved ensuring all departments are aware of customer needs.
- Identify all resources needed and work with key internal team members and external partners
- Provide clear direction, information and expectation to team members and vendors, etc. to hit deliverables.
- Order all ancillary services including floral, electrical, etc. and any other services noted in the contract.
- Contact exhibitors regarding problems with orders/payments
- Pack show site supplies, computers, printers, and other equipment as needed.
- Work independently at show site
- Lead and manage onsite Service Desk team
- Collect all monies and properly handle and process cash, checks, wire transfers and credit cards payments.
- Complete all show closing functions
- Resolve complaints concerning billing or service rendered, escalating complaints to designated Account Executive for investigation as needed
- Generate billing and invoicing
- Perform audits ranging from pre-show, show-site, and post show
- Perform other duties as assigned

Required:

- Strong customer service and the desire to meet customer needs
- Understanding and familiarity with trade shows, conventions and special events
- Ability to work in a high pressured, fast-paced environment
- Excellent organization, planning and scheduling skills
- Excellent communication, interpersonal, customer relations and analytical skills
- 10 – 20% travel

Benefits:

- Competitive salary. Negotiable, based upon experience
- 100% Employer paid health and dental for employee
- 100% Employer paid life insurance for employee
- Generous pension and profit sharing plan
- Employee 401K plan available
- Paid vacation

Please email resume, references and salary history to Colleen Becker at colleen@jjexhibitors.com. All inquiries handled with the strictest of confidence and professionalism.