



## About Us

**Global Convention Services has evolved into one of Canada's largest full-service trade show and special event contractors since its founding over thirty years ago.**

Proudly offering the highest quality service to our clients for the best value. Global provides a full range of event services including account management, advanced warehousing, custom signage, electrical distribution, event setup, floor plan production, material handling, exhibitor services and more.

Our events consist of regional, national, and international trade shows, sporting events and conferences.

Every event is different, which means every day brings new and exciting tasks and challenges.

## About the Role

**Global Convention Services** is seeking a client-focused **Event Manager** with excellent communication skills to join our team. This role will make an immediate impact to our organization by playing a critical role in building and maintaining long-term trusting relationships with our clients, being the main point of contact for our high-profile event space and convention center partner in downtown Calgary and providing leadership support to our operations team.

The **Account Manager** will report to the **General Manager, Alberta**, from our **Downtown Calgary** location.

## The Ideal Candidate

The ideal candidate will have a proven ability to proactively communicate with various clients, vendors and partners. They are customer service orientated and enjoy providing high-quality service at all times. They have an eye for detail and can prioritize multiple responsibilities. The ideal candidate will also have quality leadership skills, be a natural relationship builder and be flexible in taking on various responsibilities based on current departmental needs.

## Key Responsibilities

- Build, develop, and maintain strong client and building partner relationships through proactive and consistent communication ensuring project delivery and results are meeting expectations
- Provide quotes, proposals, and solutions to potential and existing clients
- Develop an understanding of the methods used to deliver our services to clients through liaising with Operations team
- Manage customer expectations and provide exceptional customer service
- Oversee revenue analysis, management, calculations, and reporting functions monthly
- Provide leadership and oversee the operations team during event setup and execution
- Executing operational tasks and other duties as required



## Qualifications

- Minimum 5 to 7 of proven successful account management experience
- High-level customer service ability to handle clients and customers from different industries and backgrounds
- Ability to prioritize among competing tasks
- Natural relationship builder with integrity, reliability, and maturity
- Proven ability to manage multiple projects at a time while paying strict attention to detail
- Time management and multitasking skills to transition among client accounts easily
- Excellent verbal, written, and digital communication skills
- Previous experience with Ungerboeck considered an asset
- Proficient in Microsoft Office Suite of products
- Valid driver's license, with access to a reliable vehicle
- Ability to work evenings and weekends as required per events schedule
- Completed post-secondary education in Business or Marketing or other related field considered an asset
- Previous Project Management or Event Industry experience considered an asset

To Apply send your resume to [careers@globalconvention.ca](mailto:careers@globalconvention.ca)