



## CLIENT SERVICES COORDINATOR MTCC OFFICE

GES, Global Experience Specialists, is a global exhibition services company with a legacy spanning over 90 years and teams throughout North America, Europe and the Middle East. We create some of the most influential exhibitions in the world – think international medical symposiums, industry leading exhibitions for technology, manufacturing that help communities meet, educate and move their mission forward. From initial strategy to show-stopping audio visual, accommodations to award winning creative – and every detail in between – we create shows that propel commerce, education and community!

Our mission is to deliver extraordinary exhibition experiences through simple, user-friendly services and best-in-class execution.

### **Job Summary**

The Account Coordinator is responsible for completing the necessary processes/duties to ensure GES Canada processes all customer orders in a timely manner, which results in exceptional delivery of services and products.

*This position works independently on smaller events, and directly supports Senior Account Managers on larger events. As an entry level position it is intended to provide the training and experience necessary to progress into Account Manager or Sales positions.*

### **Key Responsibilities**

- Work closely with the MTCC and our facility partners to provide customer services that exceed expectations.
- Perform the pre-event customer care function, handling both MTCC and GES clients, providing updates on event progress.
- Communicate with clients to secure all pertinent information relating to their orders.
- Identify client's needs and vital timelines. Troubleshoot and resolve client's issues.
- Track and report on monthly budgets
- Work closely with outside suppliers when their services are required to complete an order.
- Assist in the timely preparation and processing of accounts for billing and collection purposes.
- Perform-administrative functions, (i.e. reception, attending various facility/ department meetings, preparing quotes, maintaining files.
- Assist Account Managers on various projects, where necessary.
- Performs other duties, deemed necessary, by the Account Manager, which may be in other GES departments, including the Head Office in Mississauga.

### **Skills / Competencies**

- Excellent communication skills both written and oral.
- The ability to manage their work environment and influence client requirements, while ensuring profitable event execution for GES. Strong customer & service focus.
- The ability to Multi-task while juggling conflicting priorities. Deadline and goal focused.
- Good working knowledge of Microsoft Office, Excel and current productivity enhancers.
- Organized, reliable, team player, flexible.
- Must be willing and able to work weekends, evenings and extended hours as needed.
- Experience within the tradeshow/live event/event management or similar businesses is desired but not required.



JOB POSTING

*Interested applicants may submit their resumes by email to [careerscanada@ges.com](mailto:careerscanada@ges.com). Candidates selected for an interview will be contacted. We thank all applicants for their submissions.*