

**Job Title: Operations Coordinator**  
**Department: Technical & Technology Shows**  
**Reports to: Operations Director**  
**FLSA: Exempt**  
**Updated: July 22, 2024**

### **Purpose of Position**

The Operations Coordinator provides project management and coordination for trade shows, pavilions, and events. This includes budgeting, communications, internal and external collaboration, scheduling, coordinating services, booth production, arranging temporary staffing services, décor, catering, and other projects as directed.

### **Position Summary / General Description**

The Operations Coordinator will be a crucial member of our team working with internal stakeholders and outside vendors, (domestic and international) to ensure our trade shows exceed expectations.

The individual will maintain the operational portion of the trade show process and communicate with all parties from design concept to delivery, coordinating all production activities and assuring quality and timeliness.

Acts as liaison to the general service provider and ensures quality standards and contractual obligations are adhered to. Additionally, the operations coordinator reports and updates the operations director on any issues.

### **Essential Duties and Responsibilities**

- Create Request for Proposals (RFP) and negotiate costs with vendors
- Develop a vendor selection for all aspects of our show operations including, staffing, security, general service contractor, A/V, venue
- Review and negotiate estimates
- Take ownership of the entire project including the operations portion of the production schedules, and vendor selection; (quality, delivery, execution, and deadlines)
- Manage the operations portion of the production schedule
- Adhere to the assigned budget for show operations & report updates and forecasts as requested by the Operations Director
- Oversee the production processes, constantly communicate with the internal show team, and ensure that needs are being met
- Collaborate with the internal teams and external partners on strategy, while considering expectations, timeline, budget, and ease of implementation
- Ensuring effective communication of timelines, deadlines, deliverables, and pertinent details
- Work with the show team to ensure workflow is monitored and assessed and resources are effectively allocated and utilized
- Assist in gathering/reporting data for forecasting purposes
- Maintain BOE's, Room Sets and other onsite items

**Operations Area**

- Negotiate vendor and venue agreements as assigned.
- Assist in the management of major contractor vendors as assigned.
- Assist in future date and venue research, procurement, and tracking as assigned.
- Execute the strategy laid out by Show Manager/Show Director/VP for the onsite registration process and traffic flow.
- Coordinate all activities that guarantee the safety of materials and assembly staff, during the exhibition and the disassembly.
- Monitor the production and set up of directional signage of the different areas inside and outside the exhibition.
- Design, coordinate, and/or supervise the creation of general infrastructure to carry out events such as Assembly, disassembly, conference rooms, committee lounge, inauguration, and information modules, among others.
- Select and coordinate the suppliers to provide the services of hostesses, meals, logistics, audio and video, ornamental plants, and energy.

**Desired Qualifications & Experience**

- Strong negotiation skills
- Experience managing budgets and cost management skills
- Demonstrable experience in achieving the company's goal with cost-efficiency
- The ability to work independently and in a team environment
- Strong presentation, organizational, and planning skills
- Excellent English verbal and written communication skills.
- Must be a motivated and energetic self-starter
- Ability to work in a fast-paced, results-oriented environment
- Travel is required, sometimes on weekends

**Knowledge and Abilities**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed here are representative of the knowledge, skill and ability required. Under the ADA, reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Ability to be present in the office
- Ability to travel
- Ability to pass a background check and drug screening test

**Education Qualifications and Work Experience**

- Minimum of 4 years of college or equivalent experience
  - Minimum of 3 years of trade show, exhibition, events, production, or related experience
  - Minimum of 3 years management experience Basic Qualifications
  - Knowledge of exhibition operations and procedures
  - PC skills: Proficiency in Microsoft Office Suite, familiarity with Smartsheet and SalesLogix desired •
- Organizational and time management skills
- Proven ability to multi-task, manage multiple priorities, and meet deadlines

- Strong customer relations and client support skills
- Travel required, ability to work a flexible and demanding schedule

### **Physical Demands**

The physical demands listed here are representative of those that must be met by an employee to successfully perform the essential functions of his/her job. Under the ADA, reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. • Ability to work long hours on-site at shows.

- Ability to sit, stand, walk, and travel up and down stairs, crouch, stoop, and reach.
- Ability to lift up to 50 lbs.

### **Work Environment**

The work environment characteristics listed here are representative of those an employee encounters while performing the essential functions of the job. Under the ADA, reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Basic office environment
- Basic trade show environment

The above statements are intended to describe the general nature and level of work being performed by an individual assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified.