



**Position Title:** Exhibitor Solutions Representative – Part-Time

**Department:** Exhibitor Solutions

**Supervisor:** Exhibitor Solutions Manager

Human Resources Representative: Melissa Getz, Human Resources Director. Applicants can submit a resume via e-mail to [hronline@javitscenter.com](mailto:hronline@javitscenter.com) or fax to (212) 216-4484.

Located on Manhattan's West Side, the Javits Center is the busiest convention center in the United States, hosting a variety of events that support New York's hotel, restaurant, tourism and transportation industries. Designed by I.M. Pei & Partners, the iconic venue opened in 1986 and has since become New York's primary venue for large conventions, trade shows and special events, attracting millions of visitors from around the world each year. These large-scale events generate more than \$2 billion in annual economic activity for New York City and New York State and support as many as 18,000 jobs in and around the facility. Operated by the New York Convention Center Operating Corporation (NYCCOC), the Javits Center has 760,000 square feet of total exhibition space, 102 meeting rooms and four banquet halls, as well as a range of technology services, including Wi-Fi access.

**Position Summary:** Under the supervision of the Exhibitor Solutions Manager, the Exhibitor Solutions Representative will act as a liaison, provide services information and resolve any emerging issues that our customer may have. The Exhibitor Solutions Representative's responsibilities are as follows:

- Provide world class customer service to our internal and external customers;
- Deal directly with customers, either by telephone, electronically or face to face;
- Provide customer assistance in the Call Center, as well as all Service Center assigned during events;
- Respond promptly to customer inquiries and complaints by providing solutions and alternatives with time limits to achieve satisfaction;
- Reaching out to customers prior to an event and assist with placing orders and/or verifying account information and event requirements;
- Process service orders;
- Responsible for obtaining customer credit approval during events;
- Follow communications procedures, guidelines and policies;
- Maintain a neat and efficient work environment; and
- Perform other related duties as assigned.



**JAVITS**  
CENTER®

### **POSITION SPECIFICATIONS**

- High School Diploma or equivalent, College preferred;
- Minimum of 2 years' experience in hospitality, retail and office environment;
- Excellent communication skills, verbal and written;
- Attention to detail and accuracy;
- Customer service skills;
- Proficient in MS Office Word, Outlook and Excel; and
- Basic accounting skills;

### **SPECIAL CONDITIONS OF POSITION**

- Customer Service oriented, strong interpersonal skills, ability to maintain composure under stressful situations;
- Must be punctual, ability to work flexible hours, to include evening hours, weekends and holidays, as dictated by the needs of the business;
- Positive attitude and team player personality required;
- Must be personable and enjoy interacting with people;
- Must wear appropriate business attire and act in a professional manner; and
- Must be able to stand for an extended period when assigned to work on show-site.