



Position Title: Exhibitor Solutions Representative (Part-Time)

Classification: Non-exempt

Department: Exhibitor Solutions

Supervisor: Exhibitor Solutions Manager

Applicants can submit a resume via e-mail to careers@javitscenter.com

The Javits Center is considered the busiest convention center in the United States, hosting the world's leading conventions, trade shows, and special events on Manhattan's West Side. These large-scale events have generated billions of dollars in annual economic activity for New York City and New York State, supporting thousands of jobs in and around the facility. Located on 11th Avenue between West 34th Street and West 40th Street, the iconic structure has played a prominent role in New York's recovery and resurgence, and with a state-of-the-art expansion project recently completed, the venue features more than 850,000 square feet of total exhibition space, two new floors of meeting room space, a rooftop pavilion and terrace, as well as a range of catering, sustainability, and technology services.

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 customers may have.

The rate of pay for this position is \$20.00 hourly. Interested candidates must be willing to work part-time onsite at the Javits Center and must be fully vaccinated against COVID-19 and any additional vaccinations against COVID-19 as recommended by health officials during your employment.

Essential Functions:

- Provide world-class customer service to our internal and external customers.
- Work 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.
- Reach out to customers prior to an event and assist with placing orders and/or verifying account information and event requirements.



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- Process service orders.
- Obtain customer credit approvals during events.
- Follow communication procedures, guidelines, and policies.
- Maintain a neat and efficient work environment.
- Perform other related duties as assigned.

Qualifications:

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

Special Conditions of Position:

- Must be punctual, and have the ability to work flexible hours, to include evening hours, weekends, and holidays, as dictated by the needs of the business.
- Must be able to stand for extended periods of time when assigned to work on show-site.

The policy of this company prohibits any employment practice which in any way discriminates or tends to discriminate against any person, employee, or employment with respect to conditions or privileges of employment because of an individual's race, color, religion, national origin, ancestry, marital status, non-job-related disability, past service in the Armed Forces of the United States, sex, or age as provided by law. NY CONVENTION CENTER OPERATING CORPORATION IS AN EQUAL OPPORTUNITY EMPLOYER.

In adherence to our commitment to fostering an inclusive and accessible workplace, the Javits Center extends its dedication to providing reasonable accommodations. Candidates requiring adjustments during the application process or employees seeking workplace accommodations are encouraged to liaise with our Human Resources department. Our organization is unwavering in its resolve to ensure equitable opportunities, and a workplace environment characterized by support and fairness for all.