



**RES Exhibit Services LLC
Job Description**

JOB TITLE: Account Coordinator

DEPARTMENT: Client Services

FLSA STATUS: Non-Exempt

Updated: November 2019

REPORTS TO: VP Client Services

SUMMARY: The Account Coordinator supports the Client Services department by assisting and facilitating the day to day tactical functions through accurate and efficient communication and timely submittal of documentation and data entered into the company ERP system. This role will perform some general office duties and provide support to the company.

Job Results, Essential Functions & Measures

Account Coordinator

- Support the CSM, CSD and/or Sales on projects and company related activities.
- Set up projects (input, RFPN, Syteline); request project set up through IT ticket.
- Enter data into Salesforce.com
- Assist with research on show rules, regulations and exhibitor kit information.
- Submit orders to Vault for internal workflow as needed.
- Post documents on R5 for client approval as needed.
- Set up all required meetings for projects (client, transition, pre-ship and post show) along with agendas.
- Request badges and hotels from clients.
- Copy CSM in on all project related correspondence internally or externally.
- Save critical emails, approvals, correspondence, pricing, etc into each project folder on the shared drive (finance related to project finance folder; others to client folder) or email folder.
- File post show project filing in centralized file drawer.
- Develop and maintain a working-level understanding of assigned client's industries, company culture, products/services and strategic communication plan.
- Attend the needs of the client and continually seek ways to add value to the client relationship.
- Other duties as may be assigned ongoing.

Management Observation:

- Employee meets timelines required for client projects.
- Employee demonstrates execution of all aspects of assigned client related projects in support of CSM, CSD and Sales and in accordance with deadlines.
- Employee demonstrates 100% accuracy in work with zero repeatable issues.
- Employee demonstrates successful relationships with cross-functional teams.
- Employee demonstrates organization in all work.
- Employee demonstrates quality communication and positive interactions with others.
- After initial 6 months of training, employee posts 80% billable time.
- Employee demonstrates accurate and successful entries into Salesforce.com, Syteline, and any other required programs.
- Employee proactively manages timelines to keep projects, client and client services and sales person on track.
- Employee proactively communicates with cross-functional teams.
- Employee develops and maintains a working-level understanding of assigned client's industries, company culture, products/services and strategic communication plan.

This job description is a summary of the job duties and requirements that represent the general nature and level of work being performed. This description is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees. In addition to the above, all employees are expected to read, understand, and comply with company policies and procedures as noted in the RES Employee Handbook, regulatory expectations, quality and department standards, etc. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

Job Results, Essential Functions & Measures	
<p>Administrative Functions</p> <ul style="list-style-type: none"> • Welcoming guests and clients in person and on the phone. • Arranging for continuous functioning of the office technology, equipment and stock. • Initiating, updating and maintaining information on computer systems. • Composing and preparing routine documents for review and processing. • Preparing agendas and taking meeting minutes. • Coordinating meetings and conferences. • Sorting & distributing mail. • Effectively manage calendars as required. • Special projects as assigned. 	

Core Competencies	
<p><i>Accountability</i></p>	<ul style="list-style-type: none"> ⇒ Motivates self and others to focus efforts to meet deadlines even in demanding timeframes. ⇒ Hold oneself and others accountable for doing whatever is needed to meet the commitments made around project outcomes.
<p><i>Communication</i></p>	<ul style="list-style-type: none"> ⇒ Adapts style and content of communication of ideas and information to match the audience and the instance. Ensures that critical information related to key business issues is clear, concise, and accurate. ⇒ Professionally communicates through both written and verbal methods.
<p><i>Judgment</i></p>	<ul style="list-style-type: none"> ⇒ Demonstrates consistent logic, rationality, and objectivity in decision making. Shows common sense and makes authoritative decisions after adequately contemplating various available courses of action.
<p><i>Problem Solving</i></p>	<ul style="list-style-type: none"> ⇒ Identifies the true problem vs. the presenting problem. Integrates information from a variety of sources and detects trends, associations, and cause-effect relationships to determine effective solutions.
<p><i>Adaptability</i></p>	<ul style="list-style-type: none"> ⇒ Treats change and new situations as opportunities for learning or growth; focuses on the beneficial aspects of change; speaks positively about the change to others.
<p><i>Assertiveness Self-Awareness</i></p>	<ul style="list-style-type: none"> ⇒ Recognizes not just one's own strengths but also short-comings and areas for improvement. Demonstrates the courage not to be defensive, rationalize mistakes, or blame others for one's own failures.
<p><i>Strategic Thinking & Planning</i></p>	<ul style="list-style-type: none"> ⇒ Aligns plans and programs to drive organizational culture, values, and operating standards. ⇒ Anticipates risks and devises contingency plans to manage them. ⇒ Grasps big-picture, enterprise-wide issues across boundaries.

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Position Qualifications	
Education & Experience	Mathematical Skills
Associates Degree with a minimum of 2 years of experience in administrative role with a desire to grow into an account management role.	Basic math. Ability to calculate figures and amounts such as proportions, percentages, dimensions and ratios. Basic Geometry.
Organizational Skills	Reasoning Ability
Concurrently manage multiple projects. Must be able to establish priorities and adjust to the ever changing dynamics within a day.	Ability to apply common sense understanding to carry out detailed written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations. Confident & independent decision making.
Computer Skills	Physical Demands
ERP/Database: Basic Skill Level/Understanding. Microsoft Office: Intermediate Skill Level CRM Databases: Basic Skill Level/Understanding.	While performing the duties of this job, the employee is regularly required to use hands to operate office equipment such as a computer, camera, copier, fax and other office equipment. The employee must occasionally lift/move up to 45 pounds. During busy periods, standard work days would be extended based on workload, capacity and need.
Language Skills	Work Environment
Strong verbal communication skills when dealing with internal and external customers. Ability to respond to common inquiries or complaints. Ability to interpret documents & design drawings such as brand guidelines, booth elevations, creative briefs, and procedure manuals.	The noise level in the work environment can be loud in production areas. Hearing protection is provided as an optional use. Must comply with safety & dress codes for all production areas. Must follow all safety guidelines as outlined in the RES Safety Manual dated 12/2012.

I have reviewed and understand the job requirements and physical demands of the job.

Signature: _____ Date: _____

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