



Coordinator, Exhibit and Sponsorship Operations

*Meetings and Corporate Development Business Unit
Exempt*

REPORTING STRUCTURE

The Coordinator, Exhibit and Sponsorship Operations reports to the Senior Manager, Exhibits and Sponsorship Operations

QUALIFICATIONS

Bachelor's or Associate degree and at least 2+ years of relevant work experience preferred. Past association management experience and proven experience working with healthcare professionals, scientific or medical meetings a plus. Fundamental knowledge of association tradeshow operations. Experience with exhibitor and registration software programs; experience with Cadmium and iMIS a plus. Computer proficiency in Microsoft Office Suite. Excellent customer service, problem-solving and organizational skills with ability to work independently as well as part of a team are expected. Excellent written and verbal communication skills required.

KEY RESPONSIBILITIES

- Manage communications with new and existing exhibitors
- Prepare/finalize exhibition contracts for annual meetings
- Work with the Senior Manager of Sponsorship Operations and the general services contractor to produce the Exhibitor Service Kit, distribute the kit to exhibitors, and field follow up questions.
- Communicate contract and payment deadlines with exhibitors. Follow up with exhibitors who do not meet deadlines.
- Serve as the exhibitor registration liaison to the registration company. Coordinate with AAO-HNS meetings team to provide information on all exhibitors including contact information, comp registration, etc.
- Basic accounting. Coordinating with Finance and Accounting on accounts receivable. Preparing regular invoices for all outstanding payments.
- Assist in the development of exhibitor rules/regulations, policies/guidelines, and program specific official forms and documentation for multiple years in various cities across U.S.
- Updating sales tracking document on a regular basis to be shared internally with other departments.
- Coordinate with Senior Manager Exhibit Operations on booth floorplan design, show floor assignments, and develop excellent exhibitor relationships.
- Coordination with Communications and Marketing for all marketing campaigns and strategies for exhibitions.
- Produce exhibit program reporting data to include percent sold, heat maps, etc.
- Creation and collection of post-event exhibitor and sponsor survey
- Cultivate a climate of business trust and partnership to ensure continued and long-term viability of the major meetings by timely response to all emails, phone calls, etc.
- Travel to major meetings where necessary, to support Show Management with onsite exhibitor care and assisting front line registration team; help with training and support temp staff in on-site applicable registration and exhibit program procedures. Work to positively resolve exhibitor and member questions.
- Provide office operations support; aid in planning new or unanticipated events as the need arises. Generate correspondence, and a variety of other documents as needed.
- Consistently demonstrate courteous, cooperative, and helpful behavior to all contacts, internal and external

Please submit your resume, cover letter and salary, expectations through one of the following options:

- **Email:** Attach a Word document or copy and paste your cover letter and resume and send to employment@entnet.org.
- **Mail:** AAO-HNSF, 1650 Diagonal Road, VA 22314-2857 Attention: Human Resources
- **Fax:** 1-703-683-5100



- Duties and responsibilities may be added, deleted, or changed at any time at the discretion of management, formally or informally, either orally or in writing

TRAVEL REQUIREMENTS

Approximately 10% travel will be required. 7-10 days out-of-town travel for Annual Meeting plus site visits to future meeting destinations.

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