

Manager – Customer Service

At SHOWTECH POWER & LIGHTING, we believe in the POWER OF PARTNERSHIP with our clients and the facilities we operate in. Our dynamic team has a solutions based mindset to help create the most meaningful and memorable experiences for event organizers, exhibitors and attendees. We are a leading provider of temporary electrical, lighting, mechanical and production / staging services in the dynamic Events Industry. SHOWTECH is committed to service excellence and the highest standards attainable.

Job Summary

As a Customer Service Manager, the successful candidate will be responsible for training, planning and coordinating the activities of Event Specialists and others reporting to the role. The incumbent will be responsible for maintaining high customer service standards for the brand across Canada through managing branding, training, systems and processes. Responsibilities will include ensuring all required procedures are carried out in an organized, timely and efficient manner resulting in exceptional delivery.

DUTIES/RESPONSIBILITIES:

- Hire Event Specialists, Exhibitor Services Coordinators, Customer Service Representatives and Digital Content Coordinator
- Update job postings, work with Recruiters, conduct pre-screens and interviews, collaborate with venue managers on candidate selection
- Onboard new recruits, submit employee documents to payroll, work with IT Department for IT related access
- Train all admin staff, write policies, create training materials, find gaps in knowledge and eliminate the gaps, share/implement agreed upon Best Practices, develop standardized procedures at all venues
- Build a culture of teamwork between facilities and head office, job sharing, and cooperation
- Ensure professional demeanor and professional appearance is maintained by admin staff
- Performance appraisals, career development, mentor, create employee improvement plans, conduct one-on-one meetings and regular update meetings with venue teams, review progress of upcoming events and give direction as required
- Manage personnel files for staff
- Participate in various projects and Company initiatives, inception and roll out
- Attend pricing meetings and negotiations where required. Communicate set pricing to staff.
- Manage uniform suppliers to provide branch orders while maintaining brand standards across Canada.
- Manage SHOWTECH branded office materials and distribution.
- Archive acquisition documents of SHOWTECH from Ainsworth, RFPs/RFQs, Health & Safety certificates, contracts (hardcopy and digital)
- Audit credits generated out of H/O, event files, audit on-site staff to verify pre-show, show site, post-show procedures are being followed, SOX/Financial audits - provide documents to auditors as needed,
- As a member of CAEM, network, promote SHOWTECH, organize Conference on behalf of SPL collaborate with GES to maximize sponsorship ROI, membership, sit on Committees
- All other duties as assigned by management

Event Management (VIP Events):

- Communicate with Show Management and suppliers
- Ensure timelines are met
- Ensure customer service targets are met
- Assist at the service desk
- Sort out payment issues or other issues as they arise
- Provide direction to Event Specialist and
- Provide guidance to venue Manager

REQUIREMENTS:

- Strong customer service experience, preferably 5 years in industry or similar highly customer service focused industry
- Solid computer experience, fluent in MS Office, Teams, Adobe Acrobat Pro, ExpoCAD, SYSPRO would be considered an asset
- Solid analytical and problem-solving skills
- Excellent organizational and communication skills
- Strong interpersonal skills
- Professional demeanor

*Interested applicants may submit their resumes by email to careerscanada@ges.com.
Candidates selected for an interview will be contacted. We thank all applicants for their submissions.*