



## Event Management Support Assistant Kentucky Exposition Center

Salary: \$36,000 - \$41,000 Commensurate with experience  
Work Address: 937 Phillips Lane, Louisville, Kentucky 40209

### KENTUCKY EXPOSITION CENTER

937 Phillips Ln  
Louisville, KY 40209  
Phone: 502.367.5000

### KENTUCKY INTERNATIONAL CONVENTION CENTER

221 S Fourth St  
Louisville, KY 40202  
Phone: 502.595.4381

[www.kyvenues.com](http://www.kyvenues.com)

Governed by the Kentucky State Fair Board, Kentucky Venues' two major convention and exposition facilities – the Kentucky Exposition Center and the Kentucky International Convention Center – partner with regional, national and international clients to host world-class events. Kentucky Venues also produces signature events annually: Kentucky State Fair, World's Championship Horse Show, National Farm Machinery Show, Championship Tractor Pull, North American International Livestock Exposition, and the North American Championship Rodeo. Whether it be a trade show, convention, conference, live stage show, livestock exposition, an athletic tournament or a private event, Kentucky Venues has the event space to offer for a successful and memorable event experience.

At a huge 1.3 million square feet, the Kentucky Exposition Center is the perfect facility for any successful event. We offer more than 680,700 total square feet of Class A space, all on ground level. From a small event to a large tradeshow, the Kentucky Exposition Center can accommodate a crowd of any size. We have two arenas and 54 flexible meeting rooms ranging in size from 590 to 25,000 square feet. Not only do we offer a large indoor space, we also have 300 acres of outdoor exhibit and demonstration space. The Kentucky Exposition Center is located across from the Louisville International Airport just seven minutes from downtown with direct access to major interstate routes.

Work schedule can include nights, weekends and holidays as schedules require. Benefits include life, health, dental and vision insurances, free parking, paid personal and sick leave, and state employee pension.

### **Job Description:**

The Event Management Support Assistant performs administrative duties to support the Event Management team at the Kentucky Exposition Center in coordinating sales contracts to show management staff, assisting Event Managers with show layout and service orders, and maintaining positive relationships with clients. This position will collaborate on projects to accomplish delivering a quality event experience to all clients and guests.

### **Essential Functions:**

- receive incoming calls and emails and address accordingly;
- provide exemplary customer service assistance—internally and externally;
- effectively type and operate a computer and other office devices including calculators, telephones, copy and fax machines and printers;
- effectively use Microsoft Office products including Excel, Outlook and Word, use Ungerboeck event management software and other related software for organizational operation;
- serve as backup to the administrative office receptionist when necessary (i.e. lunch coverage and for other similar instances);
- assist sales managers in consulting with clients to determine objectives and requirements for events;
- coordinate services for events to attach to billing such as facility rooms, F&B contacts, signage, displays, special needs requirements, audio-visual equipment, internet service, etc.;



- confer with staff to coordinate details;
- assist event managers in inspecting event facilities to ensure they conform to customer requirements;
- maintain records of event aspects, including financial details;
- review Certificate of Insurance for clients prior to show, prepare Daily Function Schedule and maintain event calendars and work schedules;
- perform other duties as necessitated by management.

**Physical Demands (must be able to perform with or without reasonable accommodations):**

- use telephone and e-mail to clearly communicate with clients and staff;
- frequently communicate in person to staff, clients, lessees and general public;
- spend major portion of time using computer for communications, booking, arranging service desk orders, etc.;
- work nights, weekends, holidays and extended hours as needs arise;
- access all venue areas to be familiar with events and prospective layout options.

**Work Environment and Hours of Work:**

- generally work a M-F 8a-5p schedule, frequently required to be onsite for client assistance;
- high allergen work environment such as dust, dirt, livestock, animals and exhaust;
- high noise work environment during events and concerts;
- medium to high pressure event environment in order to deliver needs as requested or contracted.

**Knowledge, Skills and Abilities:**

Knowledge of

- customer and personal service principles and processes including needs assessment, meeting quality standards for services and evaluation of customer satisfaction;
- English language structure and content including meaning and spelling of words, rules of composition and grammar;
- communication and dissemination techniques and methods;
- administrative and clerical procedures and systems such as word processing, managing files and records, transcription, designing form, and other office procedures and terminology.

Skilled in

- working collectively as a team member as well as able to take initiative in tasks while working alone;
- active listening, reading comprehension, critical thinking and active learning in order to coordinate services with lessees, clients, customers, patrons and staff;
- service orientation in order to provide outstanding customer service in executing events;
- time management in order to oversee the needs of several events taking place within the facility at any given time;
- complex problem solving and judgement/decision making in order to properly monitor events;
- meeting high customer service standards and maintaining effective client relations.

Able to

- conduct self in a professional and composed demeanor;
- comprehend oral, written and non-verbal communication;
- visually comprehend event details and deduce what is missing or problematic;
- prioritize tasks and responsibilities with in specified time constraints;
- function effectively in moderate to high-pressure situations;
- share time between multiple events taking place within the facility at the same time.

**Education and Experience:**

Minimum high school diploma with at least two years' administrative support experience. Current Kentucky State at Large Notary Public commission is desired.

**Additional Requirements:**

Applicants and employees in this job title may be required to submit to a drug screening test and background check.

**Application Process:**

Interested applicants should email a cover letter, résumé and at least 3 professional references to:

Sherri McCoy, Branch Manager

Kentucky Venues

[Sherri.mccoy@kyvenues.com](mailto:Sherri.mccoy@kyvenues.com)

The subject line of the email shall state "KEC Event Management Support Vacancy".

*THE COMMONWEALTH OF KENTUCKY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, NATIONAL ORIGIN, SEX, AGE, DISABILITY, SEXUAL ORIENTATION, GENDER IDENTITY, GENETIC INFORMATION OR VETERAN STATUS. REASONABLE ACCOMODATIONS ARE PROVIDED UPON REQUEST.*