

Want to be a part of the amazing team that makes exceptional events happen at the Camrose Regional Exhibition? We have a great opportunity for a Client Coordinator to start immediately.

### Who You Are:

- A customer service oriented professional with 3+ years' experience in a related field, who is dedicated to building strong team member and customer relationships.
- Organized and detail oriented with excellent MS Office and productivity/project management app skills.
- Results driven solution provider that can multi-task and adapt plans to changing customer and business needs.
- Excellent communicator (verbal & written) and team player who works closely with others to achieve common goals.
- Able to troubleshoot issues and consistently resolve conflicts in a win-win manner.
- Flexible to work weekends and evenings as required.

The following are considered assets, but not required:

- Post-secondary education in agriculture, public relations, sales or accounting.
- Experience with PlanningPod, and Canva.
- Cash handling and balancing experience, and general accounting support experience.

### What You Will Do:

- Promptly follow up on leads with existing and potential customers and prepare customized proposals, quotes and contracts for both building rentals and offsite equipment rentals.
- Conduct facility tours for prospective customers, presenting services and showcasing venues.
- Coordinate with clients hosting events at CRE, from conception to completion, ensuring event profitability and an exceptional customer experience.
- Utilize PlanningPod and other CRE systems, ensuring effective project management and communication of critical information and key timelines for each event.
- Develop and manage an event timeline for each event, ensuring critical milestones are communicated with all necessary parties and are achieved on schedule.
- Update the customer file on the CRE Event Management system of PlanningPod to include event details, layouts and any changes for the final invoice. Once updated, communicate updated file to Finance Manager for final invoice preparation.
- Book the CRE calendar for facility/decor rentals and complete general event administration
- Communicate with the customer and operations regarding floor plans & logistics.
- The person will be the CRE point of contact for customer's event suppliers and contractors.



## Career Opportunity

- Recruit, schedule, coordinate and train event volunteers for all CRE Signature Events where Volunteers are required.
- Collaborate with internal departments, ensuring timely handoff to operations.
- Complete final checks in advance of client events, ensuring set ups meet customer expectations.
- Work customer events as needed to facilitate an exceptional customer experience.
- Collect feedback from customers and guests during/after events and recommend improvements to management.
- Maintain a positive attitude and communication style with customers, vendors, contractors, employees and guests in all circumstances.
- Build positive relationships with customers, vendors, partners, and other third parties, promoting future event opportunities as appropriate.
- Accept customer payments via POS, cash, cheques, etc.
- Track customer payments in PlanningPod.
- Proactively support the CRE HSE program and initiatives, comply with all safety policies and procedures and ensure utilization of safe work practices while working.
- Answer phones and greet customers
- Work at CRE Signature Events as required.

This is an exciting full-time opportunity with competitive pay, paid overtime/banked time, and a flexible benefits package.

Are you the ideal Client Coordinator to become part of the CRE team? Apply today by sending your resume to [hr@cre.ab.ca](mailto:hr@cre.ab.ca).