



## **POSITION OPENING**

### **Administrative and Event Management Software Coordinator**

#### **POSITION DESCRIPTION**

The Wisconsin State Fair Park (WSFP) is seeking an enthusiastic, detail-oriented, and dedicated candidate to work as an Administrative and Event Management Software (EMS) Coordinator within the Event Services Department. Job responsibilities would be focused around year-round events including the annual Wisconsin State Fair.

#### **EMPLOYMENT TYPE**

This position is a dual unclassified Limited Term Employment (LTE) position within the State of Wisconsin employment system.

#### **COMPENSATION & BENEFITS**

The hourly wage for this role is \$13-16 per hour and will commensurate with experience. A comprehensive benefits package, including pension, health and dental insurance, life insurance, and disability insurance, among others is available after a minimum employment period is met. Paid vacation and paid holidays are not currently part of the benefits package.

#### **WHO CAN APPLY**

This position is open to all qualified candidates who meet the outlined criteria.

#### **ESSENTIAL FUNCTIONS**

Under the direction of the Event Services Director, the Administrative EMS Coordinator is responsible for, but not limited to:

##### **Office Duties**

- Answer Phones – assist callers
- Take TGT dorm reservations as needed
- Monitor orders for Exhibitor Services received via mail, fax or email. Send email confirmation to exhibitors. File hard copy orders.
- Run credit card sales made in Event Services office.
- Send weekly Client Surveys for events occurring during past week. Monitor and disseminate survey results to relevant parties. Send incentive Fair tickets to clients returning surveys.
- Create and disseminate weekly Weekender Plus.
- Create weekly Operations meeting agendas.
- Create monthly event status reports for department meetings.
- Create quarterly client newsletters.
- Maintain Park calendar event entries.
- Submit events to Visit Milwaukee, Travel Wisconsin, and the West Allis quarterly events listing.
- Backup for license agreement and deposit invoice processing.
- Backup for Exhibitor Services.

##### **Sign Specialists Functions**

- Review weekly events and determine which events need signs.
- Create a plan for sign size and sign placement for each event.
- Have plan approved by supervisor.
- Go to sign storage area and gather signs needed that can be used for the week.

- If new signs are needed:
  - Fill out sign order form, have order signed by supervisor, and place order with the Sign Shop.
  - When new signs are ready, pick-up signs from Sign Shop.
- Organize old and new signs by:
  - Labeling each sign as to where it needs to be placed in the park.
  - Shrink wrap signs together for either Interstate Parking or Grounds so they can pick them up to hang them every Monday morning.

### **Ungerboeck (EMS) Duties**

- Strategic development and implementation of projects involving Ungerboeck's comprehensive event software Developing, testing, and updating customization of a vendor reporting database within Ungerboeck Creating and managing over 4,000 vendor reporting orders totaling over 3.8 million in revenues Developing and implementing a customized daily vendor report and year-over-year comparison report for upper management usage Training full time and seasonal staff on the vendor reporting database
- Development and management of online exhibitor ordering system, including EBMS configuration, front-line processes, gateway and merchant service provider management
- Database training and troubleshooting across WSFP departments
- Development and management of Director's monthly sales and pace reports
- Development of department's Year in Review report that includes event classification data for over 400 events, sales figures of approximately 4.75 million, Harvest Fair recaps, survey results, and department goals
- Modify database's reporting capabilities within Ungerboeck to fit the precise needs of department representatives
- Continual training via webinars, conference calls, and Ungerboeck's Global Conference to learn about best practices, peer testimonials, industry trends, and train on new software capabilities
- Perform on-going updates to the system and quarterly synchronization of resources
- Assessment of new product roll outs and implementing the ones that meet a need at the fair park, including the Exhibitor Service Center (ESC) portal for future applications
- Assist in event development and logistics of annual Harvest Fair by managing key revenue activities and on-site personnel
- Attend all required event services meetings

### **QUALIFICATIONS**

- Extensive working knowledge of Event Management Software, including front end usage and back end configuration with proven results; experience with Ungerboeck preferred
- Effective oral and written communication skills
- Strong and proven planning and organization skills with ability to prioritize while remaining flexible to changes
- Ability to establish and maintain effective working relationships with various departments, clients, and vendors
- Ability to achieve quality results with limited resources and sometimes tight deadlines
- Extensive knowledge of and skill in using computers and Microsoft software such as Word, Excel, Outlook, Power Point, Access and Internet Explorer and ability to learn new software or adapt to changes in said software
- Excellent customer service skills

### **SPECIAL NOTES**

Candidate must be able to work all 11 days of the annual Wisconsin State Fair; for 2017 these dates are August 3 – 13, 2017. Prior to appointment to this position, the candidate will be subject to a comprehensive criminal background check.

### **TO APPLY**

Applicants should submit their resume and cover letter to Human Resources, Wisconsin State Fair Park, 640 S. 84th St, West Allis, WI 53214 or via email to [hr@wistatefair.com](mailto:hr@wistatefair.com) with the subject line "Administrative EMS Coordinator". Applications must be received by **5pm on Friday, June 23**. The most qualified applicants will be invited to interview.

## **COMPANY DESCRIPTION**

Wisconsin State Fair Park is a year-round entertainment venue hosting activities, events, meetings and more throughout the four seasons. Home to the Exposition Center, Tommy G. Thompson Youth Center, the Milwaukee Mile Speedway, Products Pavilion and many other facilities, hundreds of events are held at the Fair Park each year. Perhaps the most notable and certainly the signature event, the Wisconsin State Fair, welcomes more than one million Fairgoers over 11 summer days. Visit [www.wistatefair.com](http://www.wistatefair.com) for more information.

Wisconsin State Fair Park's central location within the largest metro area in Wisconsin makes it a desirable place to work, live and play. As a world-class city, Milwaukee and the Greater Milwaukee Area are full of opportunities galore for living, working and playing. Visit [www.discovermilwaukee.com](http://www.discovermilwaukee.com) for more information.

*Wisconsin State Fair Park is an equal opportunity employer seeking a diverse and talented workforce. While performing the duties of this specific job, the employee is regularly required to sit; stand; walk; climb; use ladders; reach with hands and arms; and talk or hear. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close, distance, color and peripheral vision, depth perception, and ability to adjust focus.*

*All Limited Term and Seasonal Employment Positions, including those for the annual Wisconsin State Fair, require Wisconsin Residency, as defined in § 6.10(1), at the time of application and throughout employment with Wisconsin State Fair Park.*