



**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)

## **SALES COORDINATOR**

**Salary:** Commensurate with experience

**Work Address:** Kentucky International Convention Center  
221 S. 4<sup>th</sup> St., Louisville, KY 40202

Kentucky Venues' two major convention and exposition facilities – the Kentucky Exposition Center and the Kentucky International Convention Center – work 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.

### **Kentucky Exposition Center:**

The Kentucky Exposition Center is one of the largest exposition facilities in North America. It hosts some of the worlds most recognized events and trade shows with 1.2 million square feet of contiguous meeting space. There are 54 flexible meeting rooms, two arenas and 300 acres of outdoor exhibit and demonstration space which is all highly configurable to the specific needs of our clients.

### **Kentucky International Convention Center:**

The Kentucky International Convention Center (KICC) is located in the heart of Downtown Louisville and hosts a full calendar of major conventions, conferences, expositions and private events. KICC reopened in late 2018 after a \$207 million renovation yielding a multitude of eco-conscious designs and pre-function spaces featuring modern glass facades overlooking the cityscape. The facility boasts 200,000 square feet of Class A exhibit space and 52 adaptable meeting rooms.

*Kentucky Venues is governed by the Kentucky State Fair Board.*

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

### **Job Description:**

The Sales Coordinator performs administrative duties to support the Sales team in generating revenue and attaining commitments from and maintaining effective relationships with clients. The Sales Coordinator will collaborate with other departments and complete special project assignments relative to the promotion of the facility and will perform follow up tasks accordingly to accomplish delivery of a quality event experience to all clients and guests.

WE SET THE STAGE. YOU STEAL THE SHOW.



**Essential Functions** (must be able to perform with or without reasonable accommodations):

- Executes daily departmental operative and administrative tasks, including generating contracts, collecting deposits, adjusting leased space using Ungerboeck event management software, and managing departmental files.
- Receives incoming calls and emails and addresses accordingly, including providing venue statistics and rack pricing, scheduling site tours and gaining initial commitment for short-term bookings.
- Conducts walk-in site tours and assists with complex, large-scale site tours.
- Assists in consulting with clients to determine objectives and requisites for events.
- Assists to initiate coordination of internal and partner services for events such as catering, concessions, signage, sponsorship, AV and IT and event staffing and security.
- Drafts proposals and prepares written negotiations and letters of agreement.
- Maintains client info and event projections and actuals including, attendance, parking, room and board F&B, requisite meeting and/or booth space and financials using Ungerboeck event management software.
- Assists in inspecting leased spaces to ensure conformation to client's requirements.
- Assists in evaluating post-event evaluations in order to determine how future event experiences can be improved.
- Generates F&B requisitions for pre-cons, post-cons, facility tours and other Sales-hosted functions.
- Drafts letters, memos, reports and spreadsheets using Microsoft Office including Excel, Outlook and Word.
- Remains current in venue sales and event best practices and attends trade and industry meetings and conferences.
- Answers main facility phone line, providing general information or forwarding calls accordingly.
- Greets clients and guests visiting the Administrative Office, addressing general questions and concerns and directing or escorting them accordingly.
- Prepares mail, arranges for mail pick-ups and receives mail and deliveries and distributes accordingly.
- Maintains office reception area, requesting housekeeping and maintenance orders as necessary, stocking the office guest beverage station and keeping office periodicals organized and current.
- Adheres to and exemplifies organizational core values and service expectations.
- Maintains a professional, welcoming and responsive demeanor and addresses internal and external inquiries, requests and concerns graciously, discreetly and with a sense of urgency.
- Performs relative duties and manages other responsibilities as assigned.

**Physical and Mental Demands** (must be met with or without reasonable accommodations to perform essential functions):

- Consistently remains stationary at a desk or within an office workstation and operates a computer to accomplish a majority of duties and assigned tasks.
- Consistently operates office devices including some or all of, but not limited to, the following: calculators, telephones, copy and fax machines and printers.
- Consistently moves about office areas to perform duties as well as multiple acres of facility space, ascending/descending steps and ramps to conduct site tours and become familiar with potential event layouts to address clients' questions and concerns.
- Occasionally, moves objects weighing up to 25lbs.
- Consistently functions and works within a moderate-to-high pressure event-driven

environment, according to a stringent schedule.

**Work Environment and Hours of Work:**

- Office setting with minimal-to-moderate noise levels as well as an event facility setting with moderate-to-high noise levels where event functions and facility maintenance are taking place.
- Generally, typical weekday hours, but contingent on event and client scheduling, work hours may include some evenings, early mornings, weekends and holidays.
- Contingent on event and client scheduling, occasionally works more than 40hpw.
- Limited exposure to hot, cold and humid climates, based on tasks at hand and the property location of active events.
- Limited exposure to high-allergen and other atmospheric elements including some or all of, but not limited to: livestock and other animals, hay, dirt, dust, and exhaust fumes.
- Limited exposure to event production elements and applications including some or all of, but not limited to: use of heavy and specialized tools, moving vehicles and mechanical equipment, working at above ground heights using ladders, lifts or other elevating devices, and direct contact with chemicals.
- Occasionally travels locally and regionally to assist in making sales calls and attend industry meetings, trade shows, conventions, conferences and events.

**Knowledge, Skills and Abilities:****Knowledge of**

- Modern and complex principles, methods and best practices of sales and marketing.
- Effective communication techniques and methods and proficient use of the English language to communicate effectively, verbally and in writing.
- Administrative and clerical procedures and systems such as word processing, managing files and records, transcription, designing form, and other office procedures and terminology
- Business principles including strategic planning, resource identification, production methods and coordination of resources.
- Event industry best practices, including that of event planning and scheduling, facility management, crowd management, public safety, F&B services and AV and IT operations.
- Federal, state and local laws, codes and regulations relative to events, production and public assembly.
- Organizational and facility policies, procedures and strategies.
- Customer and guest service principles inclusive of customer needs assessment and evaluation of customer satisfaction, industry best practices and quality standards.

**Skilled at**

- Actively listening – giving full attention to what is being said, understanding points being made and asking questions for clarification.
- Communicating effectively – conveying clear and concise messages in-person, by phone, and by email.
- Understanding written sentences and paragraphs in work-related documents
- Critical thinking – using logic and reasoning to identify alternative approaches and determine effective solutions.
- Time management – to address the needs of several clients in a timely manner.
- Recognizing, managing and responding to sensitive information and urgent matters.
- Efficiently using Microsoft Office applications including Excel, Outlook, Word and

PowerPoint.

- Meeting high standards of service and maintaining effective client relationships.
- Functioning effectively in moderate to high-pressure situations.

#### Ability to

- Maintain constant attention to precise details and accuracy in communicating and implementing specified standards and directives.
- Conduct self in a professional and composed manner.
- Allocate focus among multiple tasks and activities taking place simultaneously.
- Quickly and accurately add, subtract, multiply and divide in order to offer responses regarding event elements such as facility specifications, space capacities, projections, costs per unit, profit and revenue.
- Type and operate a computer and other office devices including, but not limited to, calculators, telephones, copy and fax machines and printers.
- Effectively use, or quickly become familiar with, Ungerboeck event management software.
- Effectively operate a multi-line phone instrument and use a two-way radio.
- Work collectively as a team member and take initiative to complete tasks working individually.

#### **Education and Experience:**

- High school diploma earned or equivalent required.
- Associate's or bachelor's degree from an accredited college or university with course work in business administration, event management or a relative field is preferred.
- Minimum of two years of sales support experience, preferably working at a major event, entertainment or public facility.

#### **Additional Requirements:**

Applicants of and employees filling this position may be required to submit to a background check.

#### **Application Process:**

Interested applicants should email a letter of interest, résumé and at least three professional references to:

Laura Whitehead, Director of Sales  
Kentucky International Convention Center  
[Laura.Whitehead@kyvenues.com](mailto:Laura.Whitehead@kyvenues.com)

The subject line of the email shall state "Sales Coordinator Vacancy".

*The Commonwealth of Kentucky does not discriminate on the basis of race, color, religion, sex, national origin, sexual orientation, gender identity or expression, ancestry, age, pregnancy or related medical condition, marital or familial status, disability, veteran status, political affiliation, or genetic information in accordance with state and federal laws.*