



## **Exhibition & Sponsorship Coordinator**

### **Location: Morristown, NJ**

#### **About TM Forum:**

TM Forum is the global member association for digital business. We provide a platform for hundreds of global members across a wide range of industries – communications, technology, cities and municipal government, insurance, healthcare, and so on – to collaborate and partner to co-create, prototype, deliver, and monetize innovative digital services for their billions of customers.

Our vision is to drive the next wave of digital business growth – the digitization of every industry – by providing a common innovation platform to connect businesses, industries, and ecosystems. We do this in a highly practical and agile way through collaboration programs and communities which lead to rapid prototypes – ranging from digital business models to interconnectivity APIs – that have real world commercial applications. Complementing our collaboration programs, the Forum provides thought-provoking digital business research and publications, industry best practices and standards along with training programs to accelerate adoption, and events and workshops which connect top business & IT leaders to learn, network, and develop meaningful partnerships.

#### **Position Summary**

Events are the key channel through which the Forum drives member engagement and connects members to each other so that they can meet and network, collaborate, receive practical guidance, and do business with one another. Each year, the Forum produces its flagship event: TM Forum Live!, which is held in Europe and attracts approximately 3,000 delegates and 150+ exhibitors. Additionally, we also produce a number of other events, including a 500 delegate event in Asia, bi-annual member collaboration events (150-200 delegates), senior executive workshops (different types, ranging in size from 50 delegates to a 300 delegate event held each year in Yinchuan China), Hackathons as well as attending a number of third-party events such as Mobile World Congress.

The Exhibition and Sponsorship Coordinator reports to the Director of Event Operations. This position will support the day to day exhibition and sponsorship fulfillment functions of TM Forum global events. Coordinate the execution of exhibition and sponsorship logistics from implementation of strategy to close down of the event.

The coordinator should be committed to delivering exceptional customer experience for each exhibitor and sponsor. Maintaining a big picture philosophy at all times, working on every detail while keeping in perspective the larger impact and goals of the organization and our sponsors.

#### **Responsibilities:**

##### **Customer Service**

- Communication to Exhibitors and Sponsors via email, and phone calls with focus on prompt and accurate resolutions
- Develop and execute the day-to-day communication plan to each exhibitor and sponsor
  - Weekly email campaign
  - Webinars
  - Deadlines

- Work closely with the Sponsor Success Director in creation of post event reports for each exhibitor and sponsor
- Onsite ensure an exceptional customer experience for each exhibitor and sponsor with a can do attitude: resolve any situations that arise quickly and efficiently

#### **Operations**

- Create, update and report on SpEx dashboard for each event on deliverable status
- Collect and organize all SpEx logos needed for website and print materials. Including updating sponsor webpage, interactive map and proofing all logos for accuracy that are used onsite
- Create and maintain Exhibitor Portal
- On-site management to ensure that all arrangements/orders are followed through and of high quality
- Approve all stand plans for height restrictions and make recommendations to exhibitors for optimal booth positioning in allotted area
- Work closely with Event Operations Manager and other internal stakeholders to ensure on contract deliverables are executed
- Work closely and build relationships with each exhibitor and sponsor
- Recommend policy changes, updates, service levels. Be aware of trends and potential issues.
- Other event department duties as assigned

#### **Fiscal Management:**

- Assist with RFP process, negotiation and vendor selection to ensure best value for money
- Follow and adheres to purchasing policy. Working closing with Accounts Payable to ensure timely payment to vendors
- Responsible for accurate billing and onsite payment for additional services purchased by exhibitors and sponsors

#### **Qualifications:**

- Minimum 2+ years event and/or project management experience
- Minimum 2+ years in customer facing role
- Ability to work simultaneously on a wide range of tasks and projects and ability to prioritize tasks in a fast paces and changing environment
- Excellent communication, organization and problem solving skills
- Demonstrated ability to work with flexibility, efficiency, both individual and as part of a team
- Highly motivated, driven, and ambitious
- Ability to travel internationally

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