

**Junior Exhibitor Success Executive @ Integrated Systems  
Events  
M/F (40 hours a week)**



Barcelona based vacancy, for an Exhibitor Success Executive position, in a bubbly environment... We, ISE, are moving our tradeshow from Amsterdam to Barcelona, and we are looking for the perfect match to join our team in the Barcelona Office as of the 1st of February 2020.

In the role of Junior Exhibitor Success Executive, you will be part of the operations team which is responsible for organizing the exhibition Integrated Systems Europe or so-called ISE 2021. We live for compassion, energy, family atmosphere, humor and dedication to the show.

During the exhibition, over 1,300 companies, specialized in the AV & Electronic Industry (including Samsung, LG Electronics, Panasonic etc.) come to the RAI Amsterdam and as of 2021 to the Fira Barcelona Gran Via, to show their latest and most innovative and unique products and services. You will be working closely with staff members of the Operations Office in Amsterdam, as well as being in daily contact with our international colleagues located throughout the world, this being the UK, Germany, Malta, Spain, the U.S.A and Asia.

You will support the team of ISE by maintaining ongoing exhibitor relationships by providing helpful information that helps to ensure exhibitor satisfaction and success, and make sure that all related preparations of Integrated Systems Europe 2021 are taken care of. Your tasks include:

- High levels of quality customer engagement ensuring they reach success
- Respond promptly to queries, provide answers and be the go-to-guide for exhibitors
- Keep records of customers interactions
- Providing feedback on the efficiency of the Exhibitor Success process
- Improving Exhibitor Success procedures, policies and standards for the department and organization
- Attend international meetings
- Support of the operations team throughout the show
- You will work on-site ISE's exhibition and conference at the Fira Gran Via for up to 2 weeks

**Who do we look for?**

---

Competences/requirements for an Office Administrator at Integrated Systems Events:

- 2+ years demonstrated experience in a customer facing role
- Associate's degree
- Authorization to work in Spain
- Excellent knowledge of the Spanish language
- Excellent knowledge of the English language
- Knowledge of Microsoft Office is a must

- Knowledge of Salesforce is a pre
- A driven and motivated person, eager to learn and desire to serve customers and create win-win partnerships
- Ability to translate customers needs into practical solutions
- Excellent interpersonal, written and communication skills
- Highly adaptable and quick to learn new information
- A commitment to improve your customers service skills on an ongoing basis
- Strong listening skills and ability to understand others' viewpoints
- Ability to work under pressure, while having great attention to detail
- Be flexible, no 9-5 mentality. Be available for taking part in team activities, travelling, business dinners etc.
- To be able to work under inappropriate laughing and dancing circumstances of colleagues

### **What do we offer?**

---

- Full time position, 40 hours a week, under the Integrated Systems Events Iberia SL in Barcelona as of the 1st of February 2020
- Competitive salary
- A customer success position with travel opportunities
- 2 weeks of on-site training, from the 3th of February 2020 until the 17<sup>th</sup> of February 2020 during ISE 2020 in the RAI Amsterdam (all accompanied costs will be covered)
- Team spirit is infectious. We have an extremely open workplace, where communication is essential. Not every idea will be accepted, but you'll be asked for your point of view
- Our first show in Barcelona, so exciting times ahead
- Unwanted concerts of bad singing colleagues
- A casual work environment
- A team that is always up for a 'borrel', or two...

Integrated Systems Events LLC is a joint venture company of the Custom Electronic Design and Installation Association® (CEDIA®) and AVIXA®.

### **Company Description**

---

Integrated Systems Events LLC is an international exhibition organization who organizes the world's largest AV show on an annual base.

This year the show will take place from 11 February till 14 February and is called ISE 2020. ISE 2019 broke all possible records with regard to exhibitors (1,301), visitors (+81,000 in 4 days) from over 161 countries, and net square meters (+ 47,000). Everything is set for some new record breaking for ISE 2020. If you want to be a part of this in Barcelona for ISE 2021, do not hesitate to apply, as we only want the most driven, passionate and enthusiastic new colleague!

### **Contact Information**

---

When you are interested in this position, please send your motivation letter together with your resume to Ms. D. Inostroza. Please mention that you are applying for Junior Exhibitor Success Executive.

Contact person:	Daniëlle Inostroza
Job Title:	Operations Manager
Address:	Barbara Strozilaan 201, 1083 HN Amsterdam
Tel.:	0031 20 240 24 20
Email:	dinostroza@iseurope.org