

Employee Position Description

Friday, March 17, 2023

Position Title	Team Assistant
Team Unit	Exhibition
Location	Messe Frankfurt Middle East GmbH - Dubai Branch, United Arab Emirates
<p>The purpose of a position description is to explain the primary reason why a position exists, its key focus and what it is expected to accomplish. In addition, it identifies the type of experience, skills and capabilities required to perform the role at a fully competent level.</p>	
Employee Role Purpose	
<p><i>The role of Team Assistant for Messe Frankfurt Middle East is to:</i></p> <p>Support the team and the Portfolio Director to ensure teams objectives will be achieved.</p>	
Key Organizational Relationships	
Line Manager	Portfolio Director
Peers	
Contacts	<p>Internal: Sales, Marketing, Operations, CRM, HR, IT</p> <p>External: Trade associations, exhibitors, publications, media, government agencies, key accounts, sales partners, visitors and other relevant industry groups.</p>
Reports	
Key Accountabilities	
Primary Accountability	Provide the Portfolio Director and team with administrative support.
Activity	<ul style="list-style-type: none"> • Process booking forms, informing accounts and operations and updating exhibitor lists • Keeping the exhibitor databases up to date at all times • Manage the GEM Floor plan system and update operations accordingly • Keep on top of barter deals alongside Marketing Managers and monitor press coverage • Manage team's calendar and record holidays, business trips, meetings • Organize the printing of business cards of respective team members • Organize the team inbox and distribute emails, as applicable • Provide the team with administrative support • Assist the team also in other areas e.g. specific projects if necessary
Person Specification	
<p>The following list based on what is required to perform the role at a <u>fully competent level</u> (not those of the incumbent), indicating which requirements are essential and which are preferred (or desirable).</p>	
Education	Minimum Qualification 'O' Level or equivalent
Experience	2+ years clerical and office administration
Personal Attributes	<ul style="list-style-type: none"> • High ethical standards being the representative of the company providing support to all exhibitors, sales partners and business associates. Ethical traits include integrity, objectivity, honesty and due care

	<ul style="list-style-type: none"> Organised and efficient, excellent attention to detail, an ability to manage analytics Acts confidently and assuredly; communicates competently with different groups of persons, reacts in a relaxed way to critical requesting; persuasive, responsive and always pro active Shows high commitment and high willingness to perform; takes over additional tasks and responsibility on own initiative; team player Is resilient in difficult situations; is able to cope with setbacks; reacts in a flexible way to unexpected events; can handle pressure and work to tight deadlines.
Computer Skills	<ul style="list-style-type: none"> Sage Saleslogix Microsoft Office Applications, Advanced Excel
Technical Skills	<ul style="list-style-type: none"> Critical thinking and be able to apply accounting principles to financial transactions High level of numerical calculation ability and uses numbers as a basis in reasoning and problem solving Ability to properly record financial information and create financial statements through computerized accounting systems Ability to carry out communications in writing and verbally Excellent written & spoken English
<p>Core Skills These are the attributes significant to the performance of the Employee which are to be observed and given feedback on during the mid-year and year-end reviews.</p>	
Prioritization and Attention to Detail	<ul style="list-style-type: none">
Organization and Planning	<ul style="list-style-type: none">
Compliance Process and Data	<ul style="list-style-type: none">
Communication	<p>People who have this capability give and get information in a way that promotes understanding and goal achievement, and communicate persuasively.</p> <ul style="list-style-type: none"> Confident – speaks so that others listen to their point of view Tailors their style and approach to reflect the person and situation Helps others express their views and develop their own ideas Assertive - states what is or is not possible when faced with demands from others Changes approach if the other person does not understand, or if communication is breaking down Persuades by pointing out the benefits and appealing to logic. Responds in a non-defensive way when attacked or asked about errors or oversights Good business writing skills - able to draft freeform correspondence and reports

General Performance Requirements These are competencies describing the abilities, motivations, and traits of the Employee. Like the core skills, the general competencies are to be observed and given feedback on during the performance reviews.	
Professional Knowledge	<ul style="list-style-type: none"> • Has well-founded and acknowledged specialized and methodological knowledge • Engages personally in further trainings in adjoining fields of activity
Change	<ul style="list-style-type: none"> • Deals objectively with upcoming changes and accepts them • Applies new procedures and processes to own field of activity • Is interested in other cultures; is informed about other cultures and their particularities
Problem Solving	<ul style="list-style-type: none"> • Becomes acquainted with new problems within a reasonable lapse of time; analyses systematically and proposes solutions • Structures complex problems; plans systematically necessary working steps for himself and others • Collects actively relevant information for decision-making; balances pros and cons of decisions; supports their execution actively
Behavioral Social	<ul style="list-style-type: none"> • Displays endurance and capacity for a past pace • Assertive and has the ability to take charge of situations • Follow policies, accept external controls and supervision and work within the rules • Positive attitude regarding people and outcome • Uses available information to make quick decisions • Friendly, cooperative and agreeable • Independent and self-reliant • Able to think clearly and be objective in decision making • Listens actively; delivers content and own opinion comprehensibly and clearly; inquires in case of uncertainties; is able to expose own position; has basic presentation skills • Approaches other people actively; is able to integrate in existing teams; accepts different opinions • Discerns interpersonal conflicts; avoids personal attacks; aims at objective solutions; searches for compromise • People oriented and participates with colleagues; sociable
Entrepreneurial	<ul style="list-style-type: none"> • Adjusts planning and execution of tasks to the achievement of the department's targets (short term or long term strategy) • Derived from the target settings set on personal targets and adjust the work to them; defines detailed target and performance expectations • Is mindful of cost reduction and, if possible, of maximising profit; respects cost planning