



International Association of Fire Chiefs

8251 Greensboro Drive, Suite 650 • McLean, VA 22102
Tel: 703.273.0911 • IAFC.org

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| TITLE OF POSITION: | Exhibits and Sponsorship Specialist |
| POSITION TYPE: | Hybrid |
| DEPARTMENT OR OFFICE: | Conferences & Events |
| SUPERVISOR'S TITLE: | Director, Conferences & Events |
| FLSA STATUS: | Full-time Exempt |

Company Description

The International Association of Fire Chiefs (IAFC) has represented the leadership of over 1.2 million firefighters and emergency responders since 1873. IAFC members are globally recognized leaders in firefighting, emergency medical services, terrorism response, hazardous materials management, disaster recovery, and public safety legislation. The organization's mission is to provide leadership, education, resources, and representation to empower emergency service professionals worldwide. IAFC fosters innovation, collaboration, and professionalism within the emergency response community.

Job Summary

The Exhibits and Sponsorship Operations Specialist is an individual contributor role responsible for the operational execution and fulfillment of exhibitor and sponsor participation across IAFC's event portfolio. This position supports five (5) annual meetings ranging from 300–1,000 attendees, as well as Fire-Rescue International (FRI), IAFC's flagship annual conference with 5,000+ attendees, exhibitors, and sponsors. Travel will be required, 25% to be on-site for events.

This role serves as the primary point of contact for exhibitor and sponsor communications, systems management, financial coordination, data accuracy, and compliance. Working closely with sales, finance, event operations, registration, and technology teams, the Specialist ensures exhibitors and sponsors receive timely, accurate, and professional support from contract execution through onsite delivery.

Key Responsibilities

Reporting

- Produce weekly dashboards for up to six (6) IAFC events.
- Generate and distribute close sales reports.



Sponsorship Fulfillment

- Send sponsor confirmation emails outlining deliverables, deadlines, and timelines.
- Document and track sponsor deliverables.
- Manage sponsorship timelines with conference teams and sponsors.
- Serve as liaison between conference teams and sponsors for approvals and deliverables.
- Send pre- and post-show attendee lists to sponsors.
- Collect sponsor deliverables and distribute to marketing, operations, decorators, and conference teams.

Exhibitor Communications & Customer Service

- Manage IAFC exhibit email inboxes for all shows.
- Answer IAFC exhibit phone lines for all shows.
- Forward sales-related inquiries to the IAFC sales team.
- Create and distribute exhibitor confirmations, newsletters, Know-Before-You-Go emails, deadlines, and logistical updates.
- Send attendee preview lists to all exhibitors.

Financial & Accounts Receivable

- Manage accounts receivable for all IAFC expositions, including payment tracking and coordination with finance.

Software & Data Management

- Maintain accurate exhibitor and sponsor records in Cadmium/ShowCycle and Map Your Show.
- Perform Cadmium data imports as needed, including large-scale imports for FRI.
- Ensure data integrity across systems supporting registration, housing, mobile apps, sponsorship fulfillment, and reporting.

Operations & Logistics

- Develop and maintain exhibitor manuals and service kits.
- Coordinate exhibitor registration processes and provide promo codes.
- Manage exhibitor-appointed contractors.
- Coordinate exhibitor security, first aid, apparatus, signage requests, print materials, and website updates.
- Send weekly exhibitor lists to vendors and contractors as needed.
- Work with conference teams on floorplan and exhibitor list requirements.



- Coordinate with sales teams on onsite service cards, exhibitor assistance, save-the-date messaging, and space selection announcements.

Compliance

- Manage exhibitor insurance compliance, working with operations teams and Rainprotection as needed.

Role Structure

- This position is an individual contributor role and does not include people management responsibilities.

Systems & Platforms

- Cadmium
- ShowCycle
- Salesforce / Fonteva
- Map Your Show
- Registration and housing platforms as assigned
- Microsoft Office Suite

Qualifications

Required Qualifications

- Bachelor's degree or equivalent professional experience in event management, technology, or a related field.
- Minimum **3+ years of experience** managing event technology, registration systems, or attendee experience platforms in a high-volume event environment.
- Proven experience supporting multiple events simultaneously, including large-scale conferences.
- Strong technical aptitude with the ability to quickly learn and manage new platforms and tools.
- Experience with event technology platforms such as Salesforce, Fonteva, Swoogo, Cadmium, or similar systems.
- Advanced proficiency in Microsoft Excel, including reporting and data analysis.



- Demonstrated ability to turn data into actionable insights and recommendations.
- Excellent written, verbal, and customer service communication skills.
- Strong attention to detail, organization, and project management skills.
- Ability to travel and provide hands-on onsite event support.

Preferred Qualifications

- Experience working with associations or nonprofit organizations.
 - Familiarity with housing providers and registration–housing integrations.
 - Experience supporting exhibitor and sponsor technology solutions.
 - Ability to communicate technical concepts clearly to non-technical stakeholders.
 - Proven ability to manage vendors, timelines, and competing priorities in a fast-paced environment.
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Working Conditions

- This position may be based at IAFC offices with hybrid flexibility as approved.
 - Standard business hours with additional hours required during peak planning periods and onsite events.
 - Travel is required to support IAFC events, including FRI and other conferences.
 - Ability to stand for extended periods and lift light to moderate equipment when onsite.
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Why Join IAFC

IAFC offers the opportunity to support mission-driven events that serve the fire and emergency services community. This role plays a critical part in delivering professional, high-impact experiences for IAFC members, partners, and stakeholders across the globe.

Please apply on LinkedIn at <https://www.linkedin.com/jobs/view/4375112127>