



City of Irving Job Description

CVB Senior Convention Services Manager

FLSA Status:	EXEMPT	Job Department:	Irving Convention & Visitors Bureau (ICVB)
Job Code:	11611	Reports To (Job Title):	Asst Executive Director - Sales & Services

PURPOSE

To provide customer service to the clients and guests of the Irving Convention and Visitors Bureau and the various Irving hotels including the Irving Convention Center; Supervise Convention Services Clerks; Work with hospitality industry partners both directly and indirectly to deliver and ensure highest levels of service standards. Further, the position manages the vendor relationship as it pertains to the member partner database, providing special vendor offerings to visitors to Irving, and is the main point of contact as a vendor resource to clients and guests; Manages the needs of hotels, meeting professionals and event attendees, and works closely with Convention Center Management. Additionally, it provides event and meeting planning services primarily for Bureau events, but also various City events as requested.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Determine client service needs, such as custom name badges, lanyards, promotional materials and hourly support staff; Coordinate delivery of items with hotel personnel and individual clients.
- Manage convention services product inventory; Organize, coordinate, and schedule personnel required to service conventions, events, and tradeshow.
- Travel and support CVB Sales Managers at industry trade shows and sales blitzes as requested to assist in increasing room nights and revenue to the City of Irving.
- Gather proposals/information for customers to facilitate needs, including partner recommendations and itinerary suggestions/development.
- Research and engage the hospitality industry market for prospects for ICVB member/partner involvement.
- Maintain accurate and current list of partners and the services they provide the Irving CVB customer in database.
- Manage bi-weekly distribution of the post-event customer service survey for both ICVB and ICC. Report Monthly results to both ICVB and ICC management.
- Perform group welcomes and/or proclamations.

OTHER DUTIES AND RESPONSIBILITIES

- Recruit, train, motivate, schedule, and conduct performance evaluations for a team of over twenty Convention Services (CS) Clerks.
- Manage CS staff assignments to meet specific customer requirements.
- Manage Convention Services inventory of and budget for materials supplied for client meeting.

- Schedule and conduct site inspections with qualified customers at hotels, attractions, and venues and with other partners when appropriate; Serve as CVB liaison to customer(s).
- Coordinate planning of partner functions and events, including familiarization tours, Meet the Bureau, industry events and member educational programs.

SUPERVISORY RESPONSIBILITIES

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 20-25 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Administer approximately \$50,000-\$60,000.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to a Bachelor's Degree from an accredited, four-year institution of higher learning.

EXPERIENCE

- At least five (5) years of hospitality industry-related customer services experience, with at least two (2) years of supervisory experience.
- Industry experience in event logistics, meeting planning and tradeshow management.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid, state-issued driver's license, or ability to obtain upon hire, may be required.
- Meeting and Hospitality certifications, such as CHSE, CMP, and CMM, are *preferred*.

KNOWLEDGE OF

- The various roles of Convention and Visitors Bureaus, relative to both internal and external communities, sufficiently to explain them to others.
- Services, amenities and expertise of a wide range of vendor prospects to service clients.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Supervision: Personnel motivation, interviewing, hiring, oversight, evaluation, and discipline.
- Personnel and Human Resources (HR): Policies and practices involved in personnel/HR functions, including selection, supervision, training, performance evaluations, and termination.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City; particularly, the MS Office Suite and Adobe DC.

- Industry-Specific Software: Sufficient familiarity with technology to use a variety of specialized industry software programs, such as the Cvent and Simpleview.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.

SKILLS AND ABILITIES IN

- Organizational Strategies: Tracking multiple variables by sorting, grouping, and calendaring.
- Training & Direction: Effectively guiding and critiquing adult learners.
- Service Orientation: Actively looking for ways to help people.
- Time Management: Managing time wisely by identifying, setting, and meeting deadlines.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.
- Interactive Presentation: Effectively presenting information to groups and responding to questions.
- Self-Management: Working independently and without supervision.
- Teamwork: Actively participating and contributing to various internal and external teams.
- Cooperation: Establishing and maintaining positive working relationships with co-workers, as well as, those contacted in the course of work, such as industry partners, clients and visitors.

GUIDANCE RECEIVED

Priorities and Policies

Organizational priorities and policies, along with professional standards and best practices, guide decisions and direction or advice given to others. Typically makes recommendations to superiors after considering various alternatives. Proactively addresses needed changes to policies, methods and procedures and obtains approval.

CONTACTS

Internally, this position interacts with various ICVB, ICC and City staff; in person, via phone and email. Externally, this position contacts Irving clients, meeting planners, hotel and venue personnel and citizens. Additionally, it engages with the Mayor and Council for proclamation presentations.

EQUIPMENT AND PROPERTY

This position utilizes a computer, tablet, smartphone, scanner, printer, copier, office phone, office machinery, vehicle, and/or a camera.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

A complete range of movement/activity is required in the position including but not limited to: balancing, carrying, climbing, crawling, grasping/handling/feeling, kneeling, lifting (up to 25 lbs.), listening, pulling or pushing, reaching, running, seeing, sitting, standing, stooping, talking, walking, etc. Additionally, driving or riding in a vehicle, and flying in an airplane may be required.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The typical work environment is an environmentally-controlled business office with weekday hours in the range of 7 a.m. to 7 p.m., with the potential for earlier mornings, later evenings and weekends. There are occasions when, in order to perform your job, you may have to work in a confining space, dirty environment, extreme temperatures or weather conditions, air contamination (strong odors, smoke, etc.), improper illumination, noise, etc.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.