



## City of Irving Job Description

### CVB Sales & Services Coordinator

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<b>FLSA Status:</b>	Non-Exempt	<b>Job Department:</b>	Irving Convention & Visitors Bureau (ICVB)
<b>Job Code:</b>	11672	<b>Reports To (Job Title):</b>	Asst Executive Director - Sales & Services

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#### PURPOSE

To provide a high level of project coordination on behalf of and support to the Assistant Executive Director – Sales and Services, CVB Sales Managers, CVB Senior Convention Services Manager and CVB Convention Services Manager. This position provides administrative support, customer service support, and is heavily involved in the booking audit process.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Provide administrative support for Assistant Executive Director – Sales & Services, CVB Sales Managers, CVB Senior Convention Services Manager, and CVB Convention Services Manager by typing correspondence, distributing mail, copying, faxing and filing, and completing check/purchase requests.
- Assist with divisional budget documents.
- Coordinate sales travel, events, tradeshow preparation/follow up, data entry, proposals, presentations and site inspections.
- Prepare as well as manage database reports, researching customer information and data entry.
- Provide customer service support; Create, print, and collate name badges for large groups; Monitor inventory of Convention Services (CS) collateral; Deliver CS inventory to hotels.
- Perform tasks associated with product inventory management, group name badges and providing assistance with servicing needs.
- Enter data into sales Content Relationship Management (CRM) system, maintaining data-entry protocol, running reports, communicating with hotels through the CRM and otherwise regarding definite confirmation, history and pick up reports, etc.
- Manage VIP tickets for the Toyota Music Factory for the Sales department; Maintain spreadsheets, and update and distribute tickets and parking passes.
- Assist with presentations and proposals preparation for sales presentations, utilizing programs such as PowerPoint, Word, Excel and Simpleview.
- Copy confidential information for Assistant Executive Director – Sales & Services and the CVB Senior Convention Services Manager (e.g., Performance Evaluations, hiring and counseling documentation).
- Assist with travel arrangements by researching and booking hotel, air and car reservations; Compile itineraries for trips and appointments; Ship equipment and collateral; Assist with expense reports and trip reports.
- Assist in the in the agenda/planning of meetings for the CVB Executive Director and/or Assistant Executive Director – Sales & Services, sales meetings, staff meetings, etc., and, attend meetings to take minutes and distribute minutes accordingly.

- Assist with sales events, familiarization tours, and site inspections; Arrange travel for attendees; Purchase gifts/amenities; Research attractions and restaurants; Arrange ground transportation.; Participate in site inspections as needed.
- Assist Assistant Executive Director - Sales & Services and the CVB Senior Convention Services Manager when interviewing new employees by organizing resumes/applications; Set up interviews; Type follow-up communications and job offers.
- Run errands as needed to hotels, attractions, printing companies, office supply etc; Coordinate various partner needs with hotels, attractions, restaurants and other industry suppliers.
- Serve as backup to CVB Senior Convention Services Manager and CVB Convention Services Manager.
- Provide administrative support as needed for the ICVB Board Destination Development Committee.
- Perform related duties as assigned.

## **OTHER DUTIES AND RESPONSIBILITIES**

- Provide assistance to the other administrative team members in the case of absences or excessive workload to further the overall mission/objectives of the Bureau.
- Act as relief receptionist, including answering multi-line telephone, transferring calls and taking messages, and greeting visitors.

## **SUPERVISORY RESPONSIBILITIES**

Supervisory responsibility is not a regular part of the position.

## **FINANCIAL / BUDGETARY RESPONSIBILITY**

Assist Convention Services Manager with convention services inventory.

## **QUALIFICATIONS:**

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

### **EDUCATION**

- High School Diploma or GED required.
- Some college or vocational training *preferred*.

### **EXPERIENCE**

- At least three (3) years of administrative and database experience required.
- Hospitality industry experience *preferred*.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Appropriate, valid, state-issued driver's license, or ability to obtain upon hire, may be required.
- CTA preferred

## **KNOWLEDGE OF**

- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City; particularly, the Microsoft Office Suite and Adobe Acrobat.
- Industry Standards: Awareness of the business focuses of Convention & Visitors Bureaus, including competitive set comparison data and best practices for performance measures.
- Database Development: Methods for creating and maintaining databases for large set data storage, retrieval, and analysis.
- Pertinent federal, state and local laws, codes and regulations; methods for shipping items accordingly via FedEx, Courier services, USPS, etc.
- Industry Software: Sufficient familiarity with technology to use a variety of specialized industry software programs, such as Simple View, TXNET, EmpowerMINT, and Content Relationship Management (CRM) software.
- English Language: The structure and content of the English language, including the meaning of words and grammar.

## **SKILLS AND ABILITIES IN**

- Written and Oral Expression: Effectively communicating information and ideas in writing, as well as through speech, (person, by phone or email) so others will understand.
- Information Gathering: Knowing how to find information and identifying essential information, which includes utilizing online and offline sources.
- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Prioritization: Selecting, from multiple options, activities to achieve a goal.
- Time Management: Managing time wisely by identifying, setting, and meeting deadlines.
- Mechanical/Technical: Safely operating diverse equipment, including office equipment, such as copier, printer, fax, postage machine etc.
- Self-Management: Working independently and with minimal supervision, which includes taking initiative when appropriate, as well as, following through and staying focused on tasks.
- Organizational Strategies: Tracking multiple variables by sorting, grouping, and calendaring.
- Reporting: Researching, analyzing, and compiling information and preparing concise, data-driven documents on a regular basis.
- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.
- Inventory Management: Regularly assessing and maintaining supply levels to respond to organizational needs, such as inquiry and convention services fulfillment, in a timely manner.

## **GUIDANCE RECEIVED**

### **Accepted Methods and Procedures**

Broad supervisory direction, seasoned knowledge, accepted methods and procedures, and stated policies guide completion of assignments and decisions made. Makes recommendations to superiors about moderately complex issues and procedural changes.

## **CONTACTS**

Internally, this position interacts with ICVB and City staff; in person, via phone and email. Externally, it engages with Irving hotel staff, citizens, corporations/clients who are holding events in Irving, and the ICVB Board Destination Development Committee.

## **EQUIPMENT AND PROPERTY**

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

## **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.