



Position: TOURISM MANAGER

Work for a Tourism Industry Leader

Visit Seattle is now hiring a Tourism Manager to join our team of dedicated, service-oriented professionals. This position is responsible for marketing and promoting Seattle and Washington State to assigned market segments, primarily in North America, by working directly with Visit Seattle's partners, fellow destination marketing organizations, and travel trade and media contacts from the assigned markets. This position also works closely with the entire International Tourism team on department-wide international and overseas market development, including the production of familiarization tours, tradeshow, sales trips, missions, and all other promotional efforts.

The successful candidate is a polished professional who is able to demonstrate excellent communication and relationship-building skills. Visit Seattle is looking for someone with a solid background in tourism who is passionate and knowledgeable about this region and of the travel industry. This position requires contact with national and international travel professionals; answering their questions, gathering information, promoting Visit Seattle services, etc. Candidate must be capable of, and comfortable with, working with a very diverse group of people from different cultures who are not necessarily native English speakers.

Essential Job Functions:

- Promotes Seattle and Washington State as a world-class leisure destination to assigned markets, overseeing strategy and execution of all marketing activities and serving as Visit Seattle's in-house expert of those assigned markets.
- On a daily basis, communicates and collaborates with international in-market representatives, fellow destination marketing organizations, or directly with customers in assigned markets, ensuring established goals and objectives are met.
- Leads all efforts associated with IPW, Visit Seattle's most comprehensive international tradeshow effort annually. This includes management of booth construction/layout, recruitment of partners, scheduling of all appointments, onsite leadership, and coordination of timely follow-up efforts.
- In close partnership with the Port of Seattle, manages all cruise-related initiatives. This includes cruise-focused familiarization tours, sales trips, cruise line-specific programs, and larger 'Cruise and Stay' initiatives.
- Serves as an advocate of International Tourism efforts to Visit Seattle's partnership and to other destination marketing organizations and suppliers across Washington state.
- Plans and executes inbound familiarization tours for assigned markets and supports those from other key overseas markets. Duties may include inputting activity requests, attendee information, itinerary generation, and contributed services into database. Duties may also include scheduling transportation, organizing gifts and sales collateral, delivering materials to hotels or attractions, keeping itineraries up-to-date throughout planning period, billing and in-kind reporting.

- Plans and executes a variety of outbound travel, including sales trips, missions, and coordination of Visit Seattle presence at major industry trade shows and conferences. Duties may include making travel arrangements, organizing onsite presence and programming, budget management, and oversight of follow-up activity with clients.
- Comprehensive use of Visit Seattle's database, Simpleview. This is an essential function for tracking data, client contact information, and budget associated with familiarization tours, sales trips/missions, and tradeshow.
- Maintains knowledge of partners' properties, attractions and services through on-site visits and ongoing communication; works with partners to develop tour itineraries and packages.
- Takes command of projects requiring immediate assistance in the absence of Director or Vice President, reporting status upon their return.
- Fulfills information and image requests as needed.
- Manages ad hoc or miscellaneous projects as required.

Education, prior work experience and specialized skills and knowledge:

- Strong service approach with both internal and external customers.
- Consistently positive attitude and professional demeanor.
- Highly proficient in client relationship management.
- Excellent time management skills, including the demonstrated ability to manage and coordinate multiple projects and assignments, deal with a variety of people in stressful situations, exercising confidentiality and discretion as appropriate.
- Must be adept at public speaking, both small and large groups.
- Experienced in presentation development.
- Bachelor's degree preferred.
- 3-5 years of relevant experience in the travel industry or destination marketing management required.
- Ability to write and speak in a clear, professional manner for all business correspondence. Excellent command of English.
- Strong background with Microsoft Office Suite (Word, Excel, Publisher, PowerPoint), internet research, MS Outlook.
- Highly proficient with basic database software.
- Strong base of knowledge and ability to use general office machinery and procedures.
- Valid driver's license and passport required.
- Ability to travel domestically and internationally on business.
- Must be able to work a flexible schedule to include evenings and weekends as client needs demand.

Compensation: Competitive

We offer a friendly, fun, team-oriented work environment in a downtown office tower connected to the Washington State Convention Center, a competitive benefits package which includes a Paid Time Off program, 10 paid office holidays, employer-paid medical, dental and vision, plus 401k with employer matching.

To Apply:

Submit a persuasive cover letter explaining why you feel you are a good candidate for the position and resume to resumes@visitseattle.org or apply online through our online **Career Portal**.

Visit Seattle actively seeks a diverse pool of candidates from a variety of backgrounds, and multicultural candidates are encouraged to apply.

AMERICANS WITH DISABILITIES SPECIFICATIONS

Physical Demands

The physical demands here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to:

- Stand; walk; sit; use hands to finger, handle, feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, talk or hear; taste or smell.
- The employee must occasionally lift and/or move up to 30 pounds.
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Must be able to sit or stand at a desk for at least 8 hours a day.
- Domestic and international travel required.
- Attendance at after normal office hours at Visit Seattle and Visit Seattle partner events sometimes required.
- Work extended hours.

Work Environment

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing most of the duties of this job, the employee may not be exposed to weather condition. The noise level in the work environment is usually moderate.

About Us

Visit Seattle has served as the official destination marketing organization (DMO) for Seattle and King County for more than 50 years. A 501(c)(6) organization, Visit Seattle enhances the economic prosperity of the region through global destination branding along with competitive programs and campaigns in leisure travel marketing, convention sales and overseas tourism development. Nearly 40 million annual visitors spend \$7.4 billion in the city and county each year. The economic power of travel and tourism generates more than 76,000 Seattle area jobs and contributes \$762 million in annual state and local tax revenue. Go to www.visitseattle.org.