

## Job Description

**Job Title:** Convention Services Manager  
**Status:** Non – Exempt  
**Work Schedule:** Full-time, may include evenings and weekends  
**Reports To:** Director of Convention Services

**Position Objectives:** The Convention Services Manager, under the direction of the Director of Convention Services, will assist organizations planning future conventions in our region.

The Convention Services Manager (CSM) will serve as a liaison between meeting representatives and Visit Spokane members/partners and regional municipalities, providing individualized services that contribute to the success of conventions in Spokane. This individual will work primarily with convention/groups in size of 201 to 600 overnight rooms on peak. The CSM will generate leads and referrals for our member businesses and aim to achieve high standards on post-event reports completed by clients. Other duties include fulfilling convention services requests referred by sales team members. Coordinating the collection of rebates from community partners, attendance promotion materials at events, setting up/dismantling Visit Spokane Information booths, guiding tours of the region and representing Spokane at events both in this region and beyond.

Candidates must have a high level of motivation, great attention to detail, knowledge of the Spokane area's tourism assets, strong industry contacts and excellent time management skills. Candidates must also thrive in a fast-paced high-volume work environment and be comfortable making public presentations.

### Summary of Duties and Responsibilities:

- Work closely with meeting representatives to ensure the events they stage in Spokane are easy to execute and successful to the extent that Visit Spokane can influence that success.
- Help boost attendance at conferences through whatever means are most effective for each group. (Promotional text, literature, photography, eblasts, attendance at the prior year's convention, etc.)
- Ensure that meeting contacts feel that the business they represent is valuable and try to obtain their referrals for other future conventions, their testimonials for Spokane and their repeat bookings, when possible.
- Seek opportunities to produce leads and referrals to assist clients and member businesses.
- Meet with organization executives, planners and committees to assist as necessary in the selection of Spokane as a meeting destination.
- Give public presentations to acquaint individuals and groups with Visit Spokane and our services.
- Research and maintain accurate data on definite group business.
- Attend local events and community activities to increase awareness of Visit Spokane and its services.
- Participate in industry tradeshows and conventions; assist with scheduling and conduct sales/services trips with local team members.
- Assist and escort clients on familiarization trips and site inspections.
- Assist in planning familiarization trips for visiting meeting planners.
- Track work with clients using Visit Spokane's comprehensive sales tracking system (electronic database).
- Coordinate the setup, stocking and delivery of Spokane information booths to meetings and events as needed.
- Facilitate the Post Event Survey that is sent to all convention groups upon completion of their event. Track result and input required information into the national MINT database as needed.
- Issue hotel room pickup reports
- Assist with collection of rebates and carrying out promises made by Visit Spokane for booked groups.
- Assist with operating our Housing Services program. This includes mastering the housing software, working with hotels and clients on room blocks, fielding reservation and information requests by

phone, email and occasionally in person, assisting with documentation and analyzing room pick-up reports. Also, this position involves making public presentations on our housing program.

- Maintain knowledge of the region's assets through research and visits to attractions and venues.
- Stay abreast of industry trends and suggest new and innovative services and ways to market those services.
- Assist with social media efforts to educate people about Spokane.
- Help prepare communiques issued to local business partners regarding conventions and events that will have a significant impact on the local economy.
- Host public information meetings, when warranted, for events that will have a significant impact on our community.
- Align registration clerks and concierge desks for conventions as needed.

### **Annual Accountability Measures:**

Help the Services Team generate a predetermined number of lead/referrals for hotels/motels, facilities and local businesses in the region. Achieve high client satisfaction goals and accomplish personal goals as outlined in your annual review.

### **Qualifications:**

Academic – The Convention Services Manager will have a BA/BS and/or at least two years of related experience, which may be substituted for academic experience.

Personal Characteristics – Good communication and public presentation skills and proven ability to work with a diverse group of individuals and organizations. Must be people-oriented, detail-oriented, have high stamina/high energy levels, and be very “goal oriented.” Other characteristics important are proven resolution skills for things that may come up during a site visit, etc. and the ability to be flexible and maintain a professional demeanor.

Knowledge, Skills and Abilities – The Convention Services Manager will have demonstrated sales success in a hotel or convention bureau (a minimum of one year), or have at least three years' experience as a meeting planner for a state, regional or national association or corporation. Must have solid experience in general office computer programs (Microsoft Word, Outlook, Excel, and PowerPoint) as well as experience in working with a comprehensive computerized sales tracking system. This position requires an ability to prioritize and manage multiple projects/responsibilities and people simultaneously while meeting stringent deadlines.

Physical requirements: 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. While performing the duties of this Job, the employee is frequently required to walk, bend, reach, use hands to finger, handle, or feel, stand for extended periods of time (tradeshows/receptions) and sit for extended periods of time. Must be able to lift and carry 40 pounds, have a valid driver's license with a clean driving record and be required to speak clearly and hear well when communicating over the telephone and in person. The individual must be able to travel independently to domestic and international destinations via commercial airlines.

Visit Spokane provides a working environment free of substance abuse and its attendant dangers and costs. The final applicant must complete a background check and may be required to submit to a drug test after the organization has extended an offer of employment.

**About Visit Spokane:** We are a Destination Marketing Organization (DMO). This is a public/private (non-profit) organization representing a large membership, including museums, hotels, restaurants, retail stores, theaters, transportation companies and attractions. The mission of our DMO is to expand regional prosperity through visitor promotion. Thus, creating an economic impact to the members we serve.

Visit Spokane is an Equal Opportunity Employer

TO APPLY – To apply visit our Employment page [www.visitspokane.com/jobs](http://www.visitspokane.com/jobs)

