



Position Title: Business Development Coordinator

Reports To: Executive Director

Job Status, Classification: Full-time Regular, Non-Exempt

Position Summary

The Business Development Coordinator provides clerical support to the convention and tourism sales team including data entry, event logistics planning and execution of sales activities.

The ideal candidate in this role will:

- Aspire to inspire transformational moments
- Be a strong, strategic, thoughtful leader
- Always bring their best possible self and work
- Commit to quality and consistency
- Seek opportunities to grow and improve
- At all times be trustworthy, honest and accountable
- Positively contribute to the team culture
- Contribute to telling the story of the organization's initiatives, outcomes, and return on investment for the community in ways that are creative, strategic and outside the standard reporting metrics
- Create success through passion for the hospitality industry, the destination, and the vision, mission and values of the organization
- Create and execute plans that are a clearly defined road map to achieve the targeted goals of the organization

Role and Responsibilities

- Provides clerical support for sales including database entry of leads, contacts, etc.
- Assists with group Requests for Proposals (RFPs) follow up
- Provides support for tradeshow planning and execution
- Assists in the coordination of FAM itineraries and logistics
- Generates reports for monthly meetings, annual reports and production reports
- Provides telephone and email coverage, general office and mail / shipping coordination
- Enters, updates and maintains database information with integrity and accuracy
- Assists with data entry of new companies and accounts, develops target lists and customer profiles to assist with convention and tourism sales efforts
- Assists in coordination of sales events by preparing presentations, shipping sales materials, client RSVP follow up and reconfirming details with vendors
- Communicates with customers, on-property hotel sales managers, hotel sales support staff, regarding leads, Extranet access/updates and troubleshooting
- Handles incoming requests from clients and hotels
- Coordinates inventory and ordering of collateral

- Contributes to our safe, healthy, positive and harmonious work culture and environment.
- Website updates including content creation
- Assists in grant application and writing

Supervisory Responsibility

This position has no supervisory responsibility.

Other Duties

Please note this position description is not designed to cover or contain all activities, duties or responsibilities that are expected of the team member for this position. Duties, responsibilities and activities may change at any time with or without notice.

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

Expected Competencies

- Time management skills with strong ability to multi-task
- Ability to prioritize and balance multiple projects simultaneously
- Professional interpersonal skills and presentation of self
- Ability to develop and maintain strong relationships with clients, customers and stakeholders
- Superior proofreading, written and verbal communication skills
- Results driven, proactive and able to work well independently and in groups
- Ability to thrive in a fast-paced work environment
- Ability to execute tasks and oversee projects with minimum supervision
- Ability to work under pressure and maintain professionalism
- Ability to recognize and maintain confidentiality of information.
- Ability to maintain professional conduct at all times
- Ability to work special events and weekends as assigned
- Ability to maintain an excellent attendance record

Desired Education and Experience

- High school diploma / G.E.D.
- Knowledge of Visalia product and assets
- Proficiency using a CRM or similar database system
- Experience in the hospitality or meetings industry
- Working knowledge of computers including Microsoft Office software and Windows operating systems.

Work Environment

This position operates in a clerical office setting. This role routinely uses standard office equipment such as computers, phones, copiers, and filing cabinets. The position includes some traveling to industry events and other sales activities and locations where the environment may vary.

Physical Demands

This is largely a sedentary role with extended time sitting at a desk and working on a computer. This role requires the ability to lift and carry items up to 30 pounds, open filing cabinets and bending or standing frequently as necessary. The position may include traveling by car and or plane; extended periods of standing or sitting are expected.

Position Type/Expected Hours of Work

This is a full-time position. Office hours of work are Monday through Friday, 8:00 a.m. to 5 p.m. PST. Saturday coverage may be required in the summer tourist season. Traveling, evening and occasional weekend work or participation in events that occur after hours is expected as needed. Responsibilities may require an adjusted work schedule, overtime, and evening/weekend hours in order to meet deadlines or events.

Travel Expectation

This position may require up to 10% travel time within Visalia city limits. No travel is expected this year.

Additional Eligibility Qualifications

Ability to maintain an excellent attendance record.

Compensation:

- Pay is based on experience: \$15.00 – \$20.00/ hour
- Health benefits the first of the month following sixty (60) days of continuous employment.
- 401K option is available after ninety (90) days of continuous employment
- Paid time off, paid holidays & sick time

Changes: This job description will be updated if duties and responsibilities change significantly. Job functions are subject to modification based on business necessity.

ADA/FEHA: The Company will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990 and California's Fair Employment and Housing Act.

EEO: The Company is an equal employment opportunity employer.

If you are interested in joining our team, please send your cover letter and resume to Nellie@visitvisalia.com

Certification:

By signing below, I hereby acknowledge receipt of this job description. I have been allowed to ask – and have received answers – to any questions I had regarding the job description. I fully understand this job description. I understand that my employer may revise this job description, at its sole discretion, at any time. Furthermore, I also understand that my employer may assign additional job duties as needed.

I certify that I am fully qualified to perform the position described and can, with or without reasonable accommodation, perform the essential functions of the position.

If applicable, please list any accommodations that would be necessary to enable you to perform the essential functions of the position: _____

I understand that employment with the Company is considered “at-will”. Neither I, nor the Company, is committed to continuing the employment relationship for any specific term. Either I, or the Company, may terminate the employment relationship at any time, with or without cause and with or without notice.