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| Job Title: Convention Services Coordinator | Date Created: 6/1991 |
| Department: Visit Plano | Date Revised: 2/2017 |
| Job Code: 6C023 | FLSA: Non-Exempt |
| Grade: GEN 019 |  |

**Summary of Duties:** Under general supervision, the Convention Services Coordinator is responsible for booking group business, assisting clients in negotiating contract terms as it relates to their business and assisting clients with local arrangements necessary to facilitate an effective meeting in Plano, and offering services to maximize the fulfillment of the Visit Plano’s mission. This position works with internal and external customers while serving as a liaison between meeting professionals and members of the Plano hospitality community to secure the necessary contracted services to facilitate an effective meeting.

**Examples of ESSENTIAL JOB FUNCTIONS**

*Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

* Secures events for Plano by contacting and responding to requests from potential clients and negotiating contract terms for those groups bringing in 50 rooms or less.
* Manage event housing for clients utilizing housing services, including building the event reservation site, posting and managing room inventory, assisting with guest reservations, and conducting post-event reporting to the event planner
* Conduct annual training sessions for new housing software users of Plano hotel partners
* Responsible for the coordination, delivery, and setup of Visit Plano services items, such as brochure racks, welcome tables, gift baskets, and registration assistance materials
* Responsible for sending out RFP requests to potential vendors on behalf of clients for needs such as transportation, catering, and entertainment options.
* Delivers services of Visit Plano to assist meeting professionals, and state, national and local organizers with the planning and coordination of logistics related to their Plano meeting to maximize the number of customers serviced and positively impact customer satisfaction.
* Works closely with meeting planners and/or groups who have scheduled events in Plano to coordinate registration, housing services and other Visit Plano services available to the customers.
* Maintains all client files for all Visit Plano markets as they relate to the servicing.
* Collaborates with the sales team to make clients feel welcome; gathers, prepares, and distributes amenity baskets as needed for these clients.
* Collects rebate revenues from hotels when necessary and make sure they are credited to the correct account.
* Assists with the annual marketing plan by contributing ideas; aids in the implementation of department hospitality programs and other services related to fulfill the Visit Plano strategic mission.
* Develops effective relationships with stakeholders to maximize performance resulting in customer satisfaction while maximizing the number of business leads.
* Maintains account database in the Visit Plano Internet Destination Sales System.
* Coordinates both pre- and post-convention meetings with clients, hotels, Plano Centre and other hospitality partners.
* Represents the Visit Plano at industry meetings.
* Responsible for post meeting follow-up to include post-convention surveys, thank you letters, and TNET post-convention reports (PCR’s) and pick-up reports.
* Performs other duties as assigned.

**Typical Decisions:** The incumbent negotiates contract terms and determines proper specifications and equipment based on customer requests and needs.

**Minimum Qualifications:**

**Knowledge of:** Hospitality industry operations legal contract requirements; procedures used in the collection and reporting of cash receipts; database management methods; word processing and windows based software.

**Skill in:** Communicating effectively both verbally and in writing; traveling out of town as necessary; working independently; responding to changing priorities; working some evenings and weekends when necessary.

**Education:** Bachelor’s degree in Tourism, Business, or related field**.**

**Experience:** Two (2) years of experience in event planning or related industry.

Any work related experience resulting in acceptable proficiency levels in the above Minimum Qualifications is an acceptable substitute for the above specified education and experience requirements

**Licenses and Certifications:** Valid Texas C driver’s license.

**Physical Demands and Working Conditions:** This is primarily an office classification in which standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds to assist in the set up and break down of events.

Must be able to stand 2-4 hours at tradeshows

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

The above statements are intended to describe the general nature and level of work being performed and are not intended to be an exhaustive list of all responsibilities, duties and skills which may be required. The position also requires meeting the essential requirements of the Physical Demands and Working Conditions, with or without reasonable accommodation.