



MANAGER, CLIENT SERVICES

IN-PERSON - HOUSTON, TX.

At Houston First, we are committed to providing our team members with a work environment where they can be themselves and recognized for the unique perspectives they each bring forward. Diversity, equity, and inclusion aren't just buzzwords—they're woven into the way we run our business, and they're reflected in our culture.

The ideal candidate is a visionary leader who possesses comprehensive knowledge in the field of hospitality and event management. The role of the Client Services Manager is to act as a liaison between the City of Houston, Houston First, its vendors, and others responsible for providing services for meetings, conferences, and trade shows in Houston.

DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS:

- Assigned groups up to 1000 rooms on peak and over to service
- Handle all details of booked conventions through ongoing communication with meeting planners; conduct client consultations and meet outlined objectives
- Provide brochures and other collateral to clients as needed in the planning process or on-site
- Prepare itineraries and conduct planning site visits
- Distribute suppliers leads to members
- Attend booked conventions a year out to promote attendance in Houston and become familiar with details of the event
- Attend and/or set up pre/post-convention meetings
- Educate members in efficiently working with the client services
- Assist with budget planning and maintain good records of expenditures for each account
- Assist in the preparation of the business plan
- Assist in the development of collateral material and promotional items for the department
- Total coordination and responsibility of information on site
- Assist clients with housing blocks and additional hotel room nights
- Prepare and distribute trip reports immediately following all promotional trips or events
- Keep abreast of industry trends by attending educational industry conferences and webinars
- Maintain knowledge of member services and capabilities in order to provide the proper service to clients
- Manage information in the current software program
- Other duties or special projects as required

SUPERVISORY RESPONSIBILITIES:

- This position has no supervisory responsibilities.

EDUCATION AND/OR EXPERIENCE:

- Bachelor's Degree, preferred
- 2 years of experience in the hospitality industry

KNOWLEDGE, SKILLS, AND ABILITIES:

- Computer literacy with knowledge of Microsoft Office Suite
- Professional communication skills
- Ability to work independently and pro-actively on a variety of events and projects
- Must be able to think creatively and manage to change program elements and prioritize effectively
- Outstanding organizational skills, excellent judgment, and attention to detail
- Ability to work cooperatively (grace under pressure) with a variety of internal and external clients
- Must have a valid driver's license, insurance, and a clean driving record

WORK ENVIRONMENT:

- No major sources of discomfort; essentially normal office environment
- Travel required – approximately 15 to 20%