



Position Description

Title: Destination Services Manager

Reports to: Director of Destination Services/CRM Administrator

Direct Reports: None

FLSA Classification: Exempt

Position Summary

The Destination Services Manager plays a crucial role in facilitating a seamless transition from convention sales to the event venue. Responsibilities include managing and coordinating event requirements with venue staff and offering on-site support during events to ensure their successful execution.

Essential Job Functions

- Works closely with meeting planners to assist in planning and securing essential services, playing a pivotal role in ensuring the overall success of the event.
- Engages proactively with meeting planners, providing valuable recommendations on local attractions, events, and entertainment to effectively promote and boost attendance at the convention.
- Serve as an account manager for all conventions and events based on assigned market segments.
- Coordinate multi-day client planning visits of the city.
- Engages proactively with meeting planners, providing valuable recommendations on local attractions, events, and entertainment to effectively promote and boost attendance at the convention.
- Coordinate all relevant services including attendance building initiatives, welcome experience, community stakeholders, and city services.
- Update and maintain all client records with the CRM database.
- Work closely with all internal departments but primarily Convention Sales on contractual responsibilities and Marketing Communications on attendance building and promotional efforts.
- Strong community engagement with key hospitality partners, local stakeholders and

government agencies.

- Acts as liaison between the meeting planners and the local community.
- Facilitates the arrangement and issuance of proclamations and personalized Welcome Letters from officials, adding a distinguished touch to various conventions, events, and meetings.
- Hosts visiting meeting planners, ensuring they are well informed about local attractions, upcoming events, entertainment options, and other available services and events.
- Assists meeting planners in arranging transportation, entertainment, registration and other needs as may be deemed appropriate before and during the event.
- Assists in convention sales efforts by providing support during presentations and site inspections, aiding the sales staff as needed.
- Budget Management
 - Identify contractual responsibilities in group agreements and budget accordingly.
 - Document and maintain expenditures with budget parameters.
 - Provide a breakdown of needed dollars to support group services and manage a budget.
- Other Duties
 - Attend Tourism related meetings to increase awareness of upcoming meetings and events.
 - Management of Post Convention Evaluation system, creating, updating and overall development

Position Requirements & Qualifications

Education/Experience

- Prefer an associate's degree or equivalent experience and training.
- Requires a minimum of two years of convention/hotel sales or event services.

Knowledge, Skills, and Abilities

- Strong ability to perform well and be unfailingly diplomatic in a high-pressure and complex environment.
- Excellent interpersonal skills
- A highly effective communicator with the ability to clearly and concisely articulate ideas, and proposals.
- Proficient computer skills, including Microsoft Office Suite products, with a demonstrated ability and eagerness to acquire additional knowledge.

Working Conditions & Physical Demands

- Typically, the employee may sit comfortably to do the work. However, on occasion this position requires the ability to attend trade shows that involve long hours on a convention/trade show floor with little opportunity to rest, and attendance at local and out-of-town social functions required for networking, etc.

- Requires the ability to conduct tours for potential clients.
- Evening and weekend hours/work required at times over and above the traditional office requirements.
- Requires some travel

This is intended to be a description of the general nature and level of work to be performed. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel in this position.