



Job Title: *Destination Services Coordinator / Site Services*
Classification: *Exempt*
Reports to: *Director of Destination Services and Visitors Center*
Department: *Convention & Visitors Bureau*
Salary: *\$47,476.00 minimum*

Job Summary: Responsible for organizing, coordination and implementation of services for meetings, conventions and events. Works with meeting planners to determine servicing requirements and other support needed by the organization and attendees.

Minimal Qualifications:

- Bachelor degree in related field, or the equivalent of five years of relevant experience in the hospitality and/or customer service industries
- Highly proficient in the use of Microsoft Word, Excel, and PowerPoint and the ability to quickly learn industry specific software
- Strong written and verbal communication skills
- Good interpersonal and problem solving skills
- Ability to manage multiple projects and independently prioritize tasks
- Ability to plan and work independently and in coordination with internal and external resources
- Ability to work outside of normal business hours to include evenings, weekends and holidays based upon client needs and office demands
- Must hold a current and valid Class C Drivers License
- A professional commitment to excellence, professionalism and creativity

Required current certifications, licenses and trainings:

- Certified Tourism Ambassador (CTA) certification or ability to become certified
 - *CTA training provided by the Galveston Island Park Board of Trustees upon hire*

Essential Job Tasks:

- Establishes contact with convention and meeting planners who are scheduled to bring groups into the area; maintains routine written, telephone and personal contact with the clients.
- Supports Director of Destination Services and Visitor Center in business outreach.
- Develops itineraries and gets local business support.
- Maintains and cultivates a database of local businesses, communicating regularly regarding upcoming groups and conventions, CTA offerings, and business generation opportunities.
- Produces data for the Destination Services end of the month report.
- Supports the efforts of the sales team by identifying and exceeding the needs of the clients for additional meeting opportunities.
- Create internal and external presentations.



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Essential Job Tasks (continued):

- Responsible for taking sales inquiries of 25 peak rooms or less, distributing those leads to hotel partners, turning definite when contracts are signed and servicing those accounts as necessary as assigned by Director of Destination Services and Visitor Center.
- Assist meeting, convention and event groups to promote their meetings by providing marketing materials, attendance building efforts, work with public relations department for dissemination of press releases received from planners and social media promotion.
- Helps with CTA and Public Relations events.
- Coordinate with the Creative Services Manager on videos or photographs of group testimonials, offsite venues and welcome videos, as well as other creative content as needed or directed.
- Coordinate with Destination Services Coordinator Engagement Services to service all needs for groups and conferences including but not limited to social media and marketing efforts.

Site Services Job Tasks:

- Acts as liaison between meeting planner and sales staff; offers suggestions and assistance planning, entertainment, tours, shopping, spouse programs and other requests
- Coordinates the scheduling, delivery and dispersion of services for all events.
- Maintains information and contacts for transportation, local attractions, tours, outdoor activities, lodging facilities, entertainment, speakers, CSR opportunities, team building options, off-site venues, caterers, etc.
- Gathers group room pick up for the CRM, GICC & GICVB Incentive funds, and the Destination International & TACVB databases.
- Assist sales and public relations managers on site tours, FAMs and attends pre-convention meetings.

Other Job Tasks:

- Assists with departmental projects
- May be responsible for other job duties as assigned by the Director of Destination Services/Visitor Center.



GALVESTON
★ ISLAND ★
Convention & Visitors Bureau

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• **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.
- The ability to travel in and out of local area mainly by personal or company vehicle
- Must be able to stand or sit at a desk, and operate office equipment a minimum of 8 hours per day. Must be able to ascend and descend stairs, as well as balance.
- Must be able to occasionally stoop, kneel or crouch.
- Must be able to frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.
- Must be able work indoors or outdoors in various weather conditions and temperatures.
- Must be able to walk or stand for long periods and as required for events.
- Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- Must be able to read, write and comprehend both written and oral communications, as well as respond in written and oral communication.

This job description describes the general purpose and responsibilities assigned to this job and is not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Received by (Printed Name) _____

Received by (Signature) _____

Date _____