

## Job Description

POSITION TITLE: Convention Services and Event Planning Coordinator

REPORTS TO: Executive Director

### NATURE OF WORK:

This position will supervise the convention services team and the individuals used by organizations who request show/event staffing through GICVB. The individual will work with organizations planning conferences and events in the community on any and all of their event needs, and will serve as a liaison between the meeting/event planner and GICVB member partners and regional municipalities, providing individualized services and referrals. An incumbent in this position exercises considerable independence in the performance of duties and responsibilities and receives general guidance from a superior.

**ESSENTIAL FUNCTIONS:** *(Any one position may not perform all the duties listed, nor do the listed examples include all the duties that may be performed in positions allocated to this class.)*

Oversees the day-to-day operation of the convention services team, including staffing and GICVB commitments.

Directs the creation of promotional pieces and programs to help organizations build attendance for their event.

Maintains and ensures timely input in GICVB's Customer Relationship Management (CRM) system.

Oversees conventions services inventory and brochure supplies.

Recruits, trains, and maintains a group of volunteers to staff information booths at local meetings and events.

Maintains a list of workers whose services can be contracted by meeting and event groups.

Works with hotel properties on joint programs to support meetings and events such as welcome posters and local merchant discounts for attendees.

Along with marketing, issues communiques to local business partners regarding conventions and events that will have a significant impact on the local economy. This includes community calendar updates.

Maintains regular job attendance in accordance with a schedule established for the position by the supervisor.

Performs other responsibilities as issued by the CVB director or as the situation dictates within the scope of this classification.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of attractions, facilities, and services available to visitors in the Hall County area.

Knowledge of and ability to operate a computer or other technology using standard or customized computer or systems software applications appropriate to the assigned tasks including Microsoft Office Suite and Google Suite Applications.

Skill in arranging services needed at conventions/events.

Ability to learn and adapt to advances in computer and electronics device technology and software.

Ability to establish and maintain effective working relationships with fellow employees, members of the tourism industry, and with members of the general public.

Ability to communicate effectively, orally and in writing. Knowledge of business English, spelling, grammar, and punctuation.

Ability to maintain confidentiality.

Ability to adhere to safety policies, procedures, and guidelines.

Ability to prioritize and manage multiple projects and responsibilities while meeting stringent deadlines.

Ability to use up to thirty (30) pounds of force up to 25% of the time to move objects including boxes and display units.

**EDUCATION AND EXPERIENCE:** *(The knowledge, skills, and abilities above may be acquired through, but are not limited to, the following combination of education and/or experience.)*

Bachelor's degree in Hospitality, Business Administration or a related field

OR

Associates degree in Hospitality, Business Administration or a related field

AND

Three (3) years of experience in the hospitality industry, preferably in event planning

OR

An equivalent combination of education and experience.

**SPECIAL REQUIREMENTS:**

Must possess a valid motor vehicle operator's license from the time of appointment.

Must be available to work flexible hours, weekends, holidays, and overtime.

**WORKING CONDITIONS:** *(The conditions herein are representative of those that must be met by the employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.)*

Work is performed in an office setting amid normal conditions of dust, odors, fumes, and noises. However, an incumbent may be required to travel to other sites in the city or to other cities and may be exposed to all weather conditions.

**EQUIPMENT OPERATION:** *(Any one position may not use all of the tools and equipment listed nor do the listed examples comprise all of the tools and equipment that may be used in positions allocated to this classification.)*

Computer  
Telephone

Calculator  
Printer

Copier

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