**Job Title:** Destination Support Manager  
**Status:** Full-Time Salaried, Exempt  
**Reports to:** Chief Sales & Operations Officer

*To be considered for this position:* Please submit a resume with a cover letter including your salary expectations to HR@annarbor.org.

**Job Summary:**
Coordinates and manages sales/sports services by providing assistance and support to events held in Washtenaw County to ensure their success. Work in conjunction with the National Sales Account Executives, Director of Ann Arbor Sports Commission (AASC) and Chief Sales and Operations Officer in the development and implementation of service processes.

**Essential Functions:**
1. Develops and maintains relationships with event planners and local facilities to ensure that groups utilizing Washtenaw County facilities receive necessary and available services. Provides support materials/resources to upcoming events. Attends and works on-site at events.

2. Works in collaboration with National Sales Account Executives and Director of AASC to ensure all secured events receive required service and promotion, such as set-up and manage welcome tables, support client needs as it relates to local connectivity and support to create a successful event, attendance builders, connecting with members to ensure attendees and clients are activated throughout the community and other activities to ensure events are supported and successful.

3. Develops and maintains appropriate community relations related to sales/sports services. Serves as liaison between members and event planners. Emphasizes and promotes usage of member organizations to event planners.

4. Responsible for professional written and verbal communication with clients, members, and a variety of other professionals.

5. Assist with the development of service’s budget. Make necessary decisions to operate within the budget.

6. Represents the organization at meetings and trade shows sponsored by national, state and local organizations related to sales/sports and event management/service.

7. Managing sports/sales servicing collateral, print materials, client gifts and giveaway inventories and coordinating with Destination Ann Arbor marketing staff on needed items for customer support.

8. Provide office coverage in the Ann Arbor office and Ypsilanti office, including answering phones and greeting visitors to the office; acts as the back-up to the Office Admin roles in this capacity.

9. Performs other duties as assigned.
Education, Experience, and Skills:
1. Post-high school education, up to a 4-year degree or the equivalent amount of professional work experience, with at least two to four years of directly related education & experience: tourism, hospitality, conference and events support, customer service.

2. Interpersonal skills, written and verbal communication skills.

3. Attention to detail, highly organized, goal oriented with strong time management skills.

4. Must be able to handle numerous tasks simultaneously under time constraints. Responsible for adhering to all budget guidelines outlined in the annual budget plan.

5. Responsible for successful and enthusiastic completion of assigned Marketing Plan initiatives.

6. Knowledge of the Washtenaw County area is a must.

7. Proficiency in all Microsoft Office Products. Technology experience with CRM is a plus.

Physical and Environmental Requirements:
1. Requires physical activity for extended periods of time such as computer work, communications by telephone, text, emails; and, bending, reaching, twisting, sitting, and standing.

2. Requires occasional lifting, pushing, and pulling objects over 25 pounds. Also, material/equipment moving using a hand truck/trolley.

3. Travel in personal automobile required for company business.

The above-mentioned descriptions are not intended and should not be construed to be exhaustive lists of all responsibilities, skills, efforts and/or working conditions. They are intended to be reflections of the principal job elements essential for the position and at any time, without notice, can incur additional responsibilities, which pertain to the success of Destination Ann Arbor.

Destination Ann Arbor is an equal opportunity employer