



Position: Destination Ann Arbor - Sales Servicing Coordinator

Status: Full-Time Salaried, Exempt

Position Summary: The position will be responsible for coordinating and executing convention and event activities for each sales market including administrative support and coordinating staff assistance for events. Serve as the Destination Ann Arbor representative at conference and event welcome tables. This position also provides support to membership and Certified Tourism Ambassador (CTA) activities. This position provides additional administrative support to the Ann Arbor office as needed.

Essential Duties include but are not limited to:

Sales Servicing (approx. 90%)

- Provide administrative support to the sales team including but not limited to pick-up reports, information tables, brochure gathering, distribution, client giveaways, etc. Direct client communications may be required.
- Provide support to servicing to all sales groups, especially annual Union Training Programs, required by sales staff working with each group including but not limited to: Information tables, coordinate staff & volunteers, airport & hotel signage, banners & permits, offer suggestions to groups for area tours and attractions, brochure assembling and distribution, assistance with union Block Parties and, all other services as needed.
- Send Service Letters to groups via our Client Resource Management (CRM) system, SimpleView.
- Maintain inventory of literature and service collateral, such as facility guides, meeting planner's checklist, name tags and convention bags. Coordinate with Office Manager on organization of on-site storage of sales materials (back room). Work with marketing staff on collateral as well as inventory procedures for SimpleView; input orders, requests, tracking and new products. Communicate to staff on procedures for inventory.
- Manage and assist all incoming catering requests and single-day meeting space requests to hotels and other venues.
- Maintain hotel staff rosters at all Washtenaw County properties.

Certified Tourism Ambassador (CTA) Program (approx. 5%)

- Assist with CTA Networking Events schedule, venues and details.
- Assist with class locations and logistics for the following year and creating an annual schedule.
- Assist with responding to Q & A from CTAs and with the online CTA systems/website.
- Coordinate materials dropped off and enrollments for CTA classes.
- Facilitate and present at CTA Classes as needed.



Other (5%)

- Provide office coverage in the Ann Arbor office, including answering phones and greeting visitors to the office, acts as the back-up to the Office Manager in this capacity.
- Work with marketing manager on Underground Printing (UGP) inventory; train staff on accessing inventory.
- Other tasks and responsibilities as needed.

Education, Experience, and Skills

- A Bachelor's Degree, or equivalent amount of work experience, with two to four years of directly related education & experience: tourism, hospitality, conference and events support, customer service.
- Interpersonal skills, written and verbal communication skills.
- Attention to detail, highly organized, goal oriented with strong time management skills.
- Must be able to handle numerous tasks simultaneously under time constraints. Responsible for adhering to all budget guidelines outlined in the annual budget plan.
- Responsible for successful and enthusiastic completion of assigned Marketing Plan initiatives.
- Knowledge of the Washtenaw County area is a must.
- Proficiency in all Microsoft Office Products. Technology experience with CRM is a plus.

Physical and Environmental Requirements

- Requires physical activity for extended periods of time such as computer work, communications by telephone, text, emails; and, bending, reaching, twisting, sitting, and standing.
- Requires occasional lifting, pushing and pulling objects over 25 pounds. Also, material/equipment moving using a hand truck/trolley.
- Travel in personal automobile required for Bureau business.

For consideration as the next Destination Ann Arbor team member, please provide a cover letter including your salary expectations and a resume by email to: HR@annarbor.org.

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