



## JOB DESCRIPTION

**Title:** Sales and Services Coordinator      **Status:** Full Time/Non-exempt  
**Department:** Tourism and Meeting Sales      **Date:** December 2021  
**Reports to:** Tourism and Meeting Sales Director

**Explore Fairbanks Mission:** “To be an economic driver in the Fairbanks region by marketing to potential visitors and optimizing the visitor experience.”

**Position Summary:** Responsible for administrative support for the Department, including file maintenance, data gathering, note taking and inventory management. Responsible for assisting the Tourism, Conventions and Meeting Sales Department. Assists with lead input, bid compilation/distribution and departmental sales.

### **Duties/Responsibilities: Administrative, Sales and Services**

- Contributes to the completion of overall goals outlined by the Strategic Marketing Plan by tracking performance measurement throughout the calendar year.
- Provides weekly activity information to Director of Tourism and Meeting Sales with a monthly summary for inclusion in Department’s activity report.
- Updates & maintains Department files and database.
- Responsible for mailing lists and coordination of mailings.
- Responsible for taking and preparing notes for committee meetings
- Responsible for maintaining and tracking inventory of printed collateral, promotional materials and branded items.
- Fulfill inquiries from meeting planners, tour operators and travel agents in a timely manner.
- Provide backup support and can be called upon to be an active participant in sales calls, presentations, site inspections, familiarization tours, hosted events, and other promotional activities as assigned.
- Maintains a well-informed working knowledge of hotels, facilities, attractions and services, both public and private, in the area.
- Perform other department or organization projects as assigned.

### **Education/Experience/Skills Requirements:**

- College degree or the work experience necessary to accomplish the job duties/responsibilities.
- Two years’ experience in a sales and marketing position, preferably in the visitor industry.
- Good oral and written communication skills
- Strong organization and time management skills with an ability to manage multiple projects concurrently
- Excellent word processing/typing skills
- Ability to exercise judgment and diplomacy in a wide variety of public contact situations
- Extensive knowledge of PCs, including word processing, spreadsheet and database software

### **Working Requirements:**

- Must possess a valid Alaska Driver’s license, possess and show proof of car insurance and have reliable transportation.
- Some scheduled evenings, weekends and travel will be required.
- Professional dress required.
- Must be able to lift and transport items weighing up to 50 pounds.

***Explore Fairbanks is an Equal Opportunity Employer.***

*Disclaimer: The above information on this description has been designed to indicate the general nature and level of work performed by the employee(s) within this job. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employee(s) assigned to this job*