



JOB TITLE	CONVENTION SALES COORDINATOR
DEPARTMENT	Convention Sales & Services
POSITION REPORTS TO	SVP of Sales & Services
EXEMPT OR NON-EXEMPT	Full-time Exempt (Administrative)
SUMMARY	<p>Responsible for assisting convention sales directors/ managers with daily tasks, responding to incoming inquiries and sales lead entry. Supports sales leadership with clerical duties and accomplishes special projects under the guidance of department leadership.</p> <p>Work toward the goals of Visit Fort Worth and the Fort Worth Sports Commission while living out the core values of the organization: respect, trust, hospitality, accountability, collaboration, and innovation.</p>

REPRESENTATIVE DUTIES AND RESPONSIBILITIES

- Maintain data entry in the CRM including entering meeting leads, preparing site itineraries, updating partner information, and other CRM-related activities.
- Correspond with hotels to collect contracts and accurately enter room blocks in leads; build excel hotel grids and ensure all definite bookings are accurate.
- Accurately enter leads and distribute to hotel partners on behalf of sales personnel. Assist with CVENT platform as needed.
- Effectively use CRM platform to generate reports, searches, and update data. Create, proof, edit, and deliver flawless documents and departmental communications to external and internal stakeholders.
- Coordinate department meetings and activities including sales meetings and any other meetings on behalf of the division as directed.
- Provide support to sales leadership and team members to maximize the sales departments' selling efforts: i.e., daily and weekly priority tasks, ordering office supplies.
- Prepare collateral for sales presentations, bid proposals and client meetings.
- Assist sales team with specific trade show/conference details. Oversee arrangements for conference shipments.
- Aid sales team as necessary with data entry of site inspections/agendas, collateral for clients, gift acquisition, arranging transportation, hotel reservations and flights for clients, booking restaurant reservations and securing and confirming appointments scheduled by the appropriate manager.
- Establish relationship with local vendors to form strategic partnerships while ensuring consistency of service and efficiency to meet VFW needs.

- Represent Visit Fort Worth at community functions when required.
- Attend industry meetings and partner events when appropriate.
- Perform other duties as required.

POSITION QUALIFICATIONS:

Education	Minimum of a High School Diploma or equivalent. Bachelor's degree or work experience preferred.
Experience	Three years of office experience required. Knowledge of the hospitality industry is preferred.
Special Skills	Expertise in Microsoft Office Suite, including Teams, and previous experience with CRM software is a plus.

WORKING CONDITIONS:

Position requires good communication skills. Qualified individuals should be fully capable of taking direction and work well under pressure. Desired experience includes customer service and direct communication face-to-face, via telephone and email. The capability to work independently toward team goals, work cooperatively with others, establish and maintain effective working relationships with others is required. Ability to meet schedules and deadlines, plan and organize work. Some nights and weekends may be required. The skills to analyze situations accurately and demonstrate solid decision making. Work conditions involve regular work hours, indoor work, subject to interruption, managing multiple projects and priorities. Flexibility is needed due to ever-changing priorities.

Visit Fort Worth works in office three days a week with a remote option two days a week based on customer and event demands.

RESPONSIBILITY FOR THE WORK OF OTHERS: None

PHYSICAL DEMANDS:

- Sitting - Constant
- Standing - Occasional
- Walking - Occasional
- Lifting - Occasional (20-30 lbs)
- Carrying - Occasional (20-30 lbs)
- Pushing - Occasional (20-30 lbs)
- Pulling - Occasional (20-30 lbs)
- Reaching - Occasional
- Handling - Occasional
- Kneeling - Occasional
- Stooping - Occasional
- Crouching - Occasional
- Bending - Occasional