



Director of Convention Services & Events

JOB DESCRIPTION

JOB TITLE	Director, Convention Services & Events
DEPARTMENT	<i>Convention Services</i>
POSITION REPORTS TO	Assistant Vice President of Meeting Sales & Convention Services
EXEMPT OR NON-EXEMPT	Exempt (Professional)

SUMMARY OF BASIC FUNCTIONS Lead a team of creative problem-solvers who ensure our convention customers have great experiences in Fort Worth by connecting them with local resources. Manage Convention Services & Events team support for customer activations, such as FAMs and site inspections, as well as signature Visit Fort Worth events. Serve as liaison between meeting planning customers and teams at the Convention Center, hotels and more.

REPRESENTATIVE DUTIES AND RESPONSIBILITIES

- Responsible for the overall operations of the Convention Services & Events department.
- Manage department team including development of performance goals and performs performance evaluation reviews and coaching the team for success.
- Continually search for innovative service functions that enhance the Fort Worth experience for meeting planners and convention attendees.
- Plan and conduct site inspections with meeting professionals.
- Prepare and organize Destination Educations, mega site inspections and other customer and employee events.
- Delegate projects as needed among team members.
- Work with community partners to ensure meeting professionals have an excellent destination experience.
- Continually source and communicate about new community assets: venues, local vendors, local products, and local services that may be of interest to visitors and meeting professionals.
- Represent VFW at various professional organization & industry meetings.
- Manage department budget and marketing plans.
- Assist in search/interview process for any staff vacancies in the convention services department and coordinate training and orientation for new convention services employees
- Promote local awareness of Services efforts.
- Work with Visit Fort Worth team to ensure efforts are collaborative and integrated.
- Handle post-convention evaluations for convention groups.
- Ensure timely reporting in resources such as CRM and DMAI MINT database.
- Perform other duties as assigned

Event Management

- Support VFW signature events. Exact role on event team may differ per event but may include staffing, logistics, creative solutions to event needs, organizing, production, mobilizing and coordinating VFW staff, event participants, officials, and administrators for the successful execution of an event. Includes maintaining organization brand integrity and messaging elements.
- Develop necessary event management policies which serve as a guideline for proper event execution.
- Monitors progress of planning & execution of each task associated with events.

POSITION QUALIFICATIONS:

Education -	Four years college-level course graduate with major in business, marketing or hotel, restaurant, and travel administration.
Experience -	Prior 5 years work experience with a hotel, restaurant, local attraction, or another convention & visitors bureau
Special Skills -	Knowledge of hospitality industry and convention services programs; FWCVB policies and objectives; oral and written communications skills and interpersonal skills.

WORKING CONDITIONS:

- Exceptionally strong communication skills, written and verbal. Proficiency in grammar, spelling.
- Operate standard business machines, such as computer and calculator
- Work independently toward agreed-upon goals and plans.
- Establish and maintain effective cooperative working relationships internal and external to Visit Fort Worth with tact, patience and courtesy.
- Analyze situations accurately and adopt an effective course of action, meet schedules and deadlines, plan for short- and long-term needs.
- Work irregular hours as needed.

RESPONSIBILITY FOR THE WORK OF OTHERS:

Work Leadership Responsibility: Assigns, verifies, and regulates the workflow of the Convention Services & Events team.

PHYSICAL DEMANDS:

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