



**Job Title:** Client Services Director

**Department:** Hawai'i Visitors & Convention Bureau  
2270 Kalakaua Avenue, Suite 801  
Honolulu, Hawaii 96815

### Position Summary

The Director of Client Services is responsible for directing and managing Meet Hawai'i's Meetings, Convention, and Incentive (MCI) client experience. The Client Services Director ensures that our MCI customers and their MCI attendees experience Hawai'i's "Aloha" Spirit during their entire event journey. The Director provides the overall management of connecting our MCI client needs relative to the servicing of their citywide or single property event. This includes site visit management prior, during and post-convention. The director is expected to deliver an authentic Hawai'i experiences that assures we exceed our MCI planners needs. By achieving this goal, the director needs to possess intimate working knowledge of each customer and providing a unique Hawai'i oriented client services that differentiate us from our competitors.

### Essential Duties and Responsibilities

- Directs and manages both the Hawai'i Convention Center's and Single Property products, services, and resources by establishing and nurturing relationships with appropriate clientele and any other assigned accounts.
- Responsible to all inquiries and correspondence relating to client's needs, helps clients make connections with local vendors and suppliers; and drives clients to various places/sites/hotels etc. around the island.
- Directs and manages and conducts customer experience tours for VIP's and special groups related to assigned accounts, potential new accounts, or as requested.
- Directs and manages the MCI customer promotional program to ensure Meet Hawaii is properly represented and completes services action plan on group's meetings that will help the Meet Hawaii sales team in executing the group's events.
- Directs and manages the creation and nurtures partnerships with appropriate internal and external counterparts to best support client's needs.
- Directs, manages, and implements attendance building programs customized to meet client needs, leading to higher attendance and/or preventing loss of attendance.
- Directs, defines, and manages the Meet Hawaii service experience with the citywide sales team to develop and execute promotional materials to support marketing efforts (e.g., brochures and flyers, direct mail, banners, and other materials)
- Review and evaluates related programs which impact revenue and market share. Makes recommendations on findings, implements approved programs, and evaluates results. Reports on all activities and their performance, including reports on promotion results and effectiveness (with detailed analysis and suggested actions for future to meet company goals).
- Directs and manages the participation of client's input on Hawaii Convention Center License Agreements, all destination support monies, ensuring support is being spent on initiatives that will maximize client's event and attendance promotion. Ensures client is kept apprised on balance of destination of destination support used and what remains to ensure destination support is maximized.
- Ensures HVCB secures consistent dates in the future for return clients.
- Directs and manages all client services files and activity reports for all assigned citywide accounts.

Other duties may be assigned.

## Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- A minimum education level of: BA/BS Degree (4-year) **Area of Study:** Business or related field
- A minimum of 5 years of related work experience
- Practical Convention Center, DMO or Meeting and Convention Sales, Services, Destination Management Company or Event Management experience preferred.
- Demonstrated ability to establish relationships with clients.
- Ability to make presentations to company management and clients.
- Excellent customer service skills working with diverse backgrounds
- Requires effective oral and written communication skills, establishing and maintaining cooperative and productive work relationships.
- Ability to work under pressure, meet deadlines, and work with confidential information.
- Excellent organizational and time management abilities; managing multiple priorities and working independently.
- Demonstrated independent thinking and problem-solving skills; ability to assume timely and effective solutions to unanticipated client focused issues.
- Must possess customer management skills, and have a team-oriented attitude
- Ability to multi-task in a fast-paced environment while remaining highly productive and professional.
- Must have a valid driver's license, access to a vehicle and insurance policies as dictated by State of Hawai'i.

## Physical Demands

This position requires frequent travel by air, land, and sea. Lifting/moving of boxes up to 40 pounds.

## Work Environment

The noise level in the air-conditioned work environment is usually moderate.

**Note:** The essential functions of this position include, but are not necessarily limited to, those specifically identified in this description. The position and its essential functions may change over time and these changes may not necessarily be reflected in the position description. The Bureau may, at its sole discretion, add to, change, or expand the essential or marginal functions of this position