



**Job Title:** Client Services Manager  
**Department:** Meet Hawai'i  
**Work Location:** 2270 Kalākaua Avenue, Suite 801  
Honolulu, Hawai'i 96815  
**Salary Range:** \$50k - \$75k Annually  
**Reports To:** Client Services Director

## SUMMARY

The Client Services Manager (CSM) is part of the Client Services Department of the Meet Hawai'i Sales Division. The primary responsibility of the CSM is to service designated Citywide and Single Property Groups by providing assistance for meetings contracted in the state of Hawai'i.

The CSM is a destination expert whose main priority is to act as a liaison between the client and all aspects of their contracted destination experience while embodying Hawai'i's Aloha Spirit during their entire event journey. Every interaction with internal and external stakeholders should deliver an authentic Hawai'i experience that assures we exceed our MCI planners' needs. To achieve this goal, the CSM requires an intimate working knowledge of the Hawaiian Islands and each customer so a unique Hawai'i oriented experience can be delivered that differentiates us from our competitors.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** Perform other related duties as assigned or deemed necessary.

- Responsible for account mgmt. for designated contracted groups as assigned by the Director, Client Services (DCS).
- Excellent & consistent communication with Meet Hawai'i departments, hospitality community, and Hawai'i Convention Center (HCC) event management team.
- Maintain product knowledge of present and future Hawai'i event facilities, hotels, and HCC while developing strong relationships with HVCB members and destination partners.
- Consistent & clear communication between DCS & sales team as to the status of each account and detailed notes in Simpleview.
- Manage agreed upon deliverables in the HCC License Agreement and ensure coordination of Marketing Flexibility Fund (MFF) monies for destination support.
- Manage/implement attendance building programs customized to client, leading to higher attendance and/or preventing loss of attendance.
  - Attend promotion trips for assigned groups
  - Connect clients to international satellite offices when appropriate to assist in building attendance from the Pacific Rim through the organization's local chapters.
  - Collaborate with 'Elele Director by working with local committees for assigned groups as necessary. Maintain advance list of those customers who are appropriate to resource PR support from Meet Hawai'i to generate attendance from the local community.
  - Be knowledgeable of all Meet Hawai'i marketing assets that can be utilized to assist groups (local, national, and international), in generating interest for their upcoming conventions.
- Maintain knowledge and status of each group's needs, commitments, housing requirements, registration needs and follow up through entire event to include weekend and evenings, if necessary.
- Track assigned group's convention website to ensure correct and accurate information is being shared with their member audience and is in accordance with Meet Hawaii's branding guidelines.
- Manage client site visits developed based on specific client objectives.
- Attend and/or facilitate pre/post conference meetings. Compile post-con reports for groups as requested by DCS.
- Create/show value to hotel partners by being knowledgeable and analytical for all housing details.
- Collaborate with DCS on special projects and service programs specific to Hawai'i as needed.
- Send leads and referrals to Meet Hawai'i member partners and log all such leads in the Simpleview.
- Assist with new member orientations, workshops, and presentations as necessary. Attend networking events.

## **PREFERRED QUALIFICATIONS**

- Practical Convention Center, DMO or Hotel Meeting & Convention Sales, Services, Destination Management Company (DMC) or Event Management experience preferred.
- Membership based organization, hotel, tourism and/or hospitality industry experience; experience in a customer relationship management system is a plus.
- Japanese as a secondary language is a plus.

## **EDUCATION and/or EXPERIENCE**

- Bachelor's degree from an accredited college/university or equivalent work experience preferably in hospitality, administration, public relations, or other relevant field of study.
- A minimum of 3 years of related work experience in client services or convention services level position.
- Knowledge of the Hawaiian Islands and the ability to confidently promote the state are required.
- Understanding of Hawai'i's culture and values. 'Ōlelo Hawai'i speaker a plus.
- Demonstrated prior experience working in fast paced environment and meeting tight deadlines required.
- Strong oral and written communication skills. Proof reading/grammar. Must be courteous and tactful in dealing with the public and personnel in various organizations; be diplomatic and project the "Aloha Spirit".
- Excellent customer service skills working with diverse backgrounds.
- Strong interpersonal skills, maturity and maintaining professional presence required.
- Must be able to work collaboratively and independently within and across teams without supervision.
- Must be self-directed with the ability to manage multiple projects concurrently. Must have excellent organizational skills and be able to prioritize tasks.
- Ability to work outside of normal work schedule as needed/directed and travel locally and domestically.
- Comfortable speaking in front of and leading groups of people (usually 5-20 people)
- Reliable, dependable, flexible, and responsive.

**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, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### Mathematical/Technical Knowledge:

Proficient technology application skills; Advanced MS Office (Word, Excel, PowerPoint), MS Outlook, Internet Explorer & Client Management software.) Experience with graphic design software is valuable. Analytical skills to accurately perform computations.

### Physical Requirements:

Must be able to sit for extended period. Must be able to lift 40 pounds on an occasional basis.

### Transportation/Travel:

Access to automobile, valid driver's license with satisfactory driving record and current auto insurance required. Up to 25% travel required

### Work Environment

Normal air-conditioned office (50% of time), and outside showcasing Hawai'i (50% of time)

**The above information in this description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description.**