



**Job Title:** Coordinator, Client Services  
**Location:** Hawai'i Visitors & Convention Bureau  
2270 Kalākaua Avenue, Suite 801  
Honolulu, Hawai'i 96815  
**Reports To:** Director, Client Services  
**FLSA Status:** Non-Exempt

## **SUMMARY**

Provides coordinator/administrative assistance and client services support to Director, Client Services and ensures company goals and strategies are conducted efficiently, effectively, and accurately.

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

### **Client Services**

- Assist in preparation of client service or sales proposals for group bids, including all quotations for Convention Center space and room blocks, along with appropriate collateral.
- Assist in issuing and processing any service agreements, license agreements, and or incentive packages internally and send to clients; track and assist in preparing license agreements, space revisions, and addendums, including any changes to these documents.
- Support client requests and questions pertaining to letters of confirmation, license agreements, certificates of insurance, and all other related documentation that confirms service or group booking.

### **Departmental and Managerial Support**

- Process purchase orders for service and or sales events, Meet Hawai'i, and or Hawai'i Convention Center contractors, advertising, etc.,
- Prepare and process accounting forms including check requests, purchase requisitions, initiative forms, invoice statements, and other related forms. Track receipt of signed paperwork and follow up on outstanding items.
- Update key MCI members of all activities scheduled in the facility including any changes in the schedule dates or cancellations, etc.,
- Provide team back-up support to Director, Client services and others on special projects and other related administrative needs.

### **Client Related Events**

- Coordinate site inspections (appointments, itineraries, site profile, and amenities) for Director and other managers when required.
- Coordinate promotional activity and client events as needed. Includes coordinating venue, food and beverage, invitations, tracking of replies etc.,
- Assist in coordination and administration of annual trade shows, attendance promotions and sales trip planning, coordinating as needed.

### **Department Meetings/Reporting**

- Collaborate with various internal / external departments and or vendors to execute meetings.
- Maintain documentation, tracking or other related tasks for meetings. Coordinate planning of meetings.
- Ensure accurate reporting and maintain records to ensure compliance.
- Maintain full working knowledge of in-house computer system, pricing, booking events, account information.
- Coordinate the circulation of information to various team members and HVCB departments as required.

**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.

- A college degree in business or related field is preferred. High school diploma, and minimum of two to four years related experience required. Prior experience/background in the travel/tourism, hospitality and or meetings/conventions industry a plus.
- Computer proficiency required in the following software: Windows 10/11 Microsoft Office Suite of Programs, .
- Experience using database software preferred.
- Social media experience a plus.
- Must have excellent organizational skills; detail oriented; be able to prioritize tasks and manage multiple projects concurrently.
- Must be able to learn new account management systems such as Simpleview CRM and Concur Expense System.
- Must be flexible with hours. This position will require varied shifts, including nights, weekends, and holidays.
- Excellent communication skills, both verbal and written, are required.
- Ability to coordinate and conduct clerical and administrative tasks, including composing business correspondence, understand and conduct oral and written instructions, deal with daily office operations/situations, cooperate and get along well with others.
- Must be courteous and tactful in dealing with employees, the public, vendors and/or with personnel in various agencies.
- Must possess good reasoning and judgment, problem-solving, analytical skills, as well as strong attention to accuracy and detail, especially when working with numbers and reports.
- Must have good working knowledge of the Hawai'i visitor/tourism industry's distribution system.
- Occasional use of personal vehicle for transportation to and from meetings and/or errands (vehicle not provided by the company). Must have current/valid driver's license and vehicle insurance.

#### **PHYSICAL DEMANDS**

- Must be able to lift/move up to fifty pounds. Be able to sit behind a computer and work for lengthy periods at a time.

#### **WORK ENVIRONMENT**

- Air-conditioned office; moderate noise level.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**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.**