



**Job Title:** Manager, Operations & Client Experience  
**Work Location:** Honolulu, Hawaii  
**Position Type:** Full-time; Exempt; In-Person  
**Reports To:** Senior Director, Operations & Client Servicing

## **SUMMARY**

The Manager, Operations & Client Experience serves as the operational execution partner to the Senior Director, supporting the delivery of Meet Hawai'i's operational and client servicing strategies. This role coordinates programs, processes, and resources that enable business development and client engagement, ensuring efficient operations and consistent, high-quality experiences across all touchpoints.

## **CORE ACCOUNTABILITY**

The Manager, Operations & Client Experience is accountable for the effective execution of operational programs and client servicing functions—ensuring initiatives are delivered on time, resources are managed efficiently, and service standards are consistently met. This includes coordinating cross-functional efforts, maintaining operational and reporting accuracy, and driving seamless day-to-day execution in support of organizational goals.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

### **KEY RESPONSIBILITIES**

#### **Operational Program Management**

- Manage the day-to-day administration and execution of key Meet Hawai'i programs and initiatives
- Execute core programs, including incentive programs, trade shows, sales missions, and events
- Manage vendors, contractors, and external service providers
- Coordinate logistics, timelines, and deliverables across initiatives
- Ensure operational processes are followed and consistently applied

#### **Client Experience Support**

- Coordinate and support delivery of client experiences, site visits, and destination programs
- Manage amenity inventory, fulfillment, and distribution
- Provide operational support for high-value client engagements
- Ensure client-facing activities align with established service standards

#### **Sales & Organizational Support**

- Provide operational coordination for business development initiatives
- Assist with proposals, presentations, and supporting materials
- Manage cross-functional projects and track progress against timelines
- Provide backup support for Sales & Client Services coordination as needed

#### **Financial & Administrative Management**

- Process and monitor invoices, payments, and vendor documentation
- Track program budgets, expenses, and financial activity

- Maintain accurate records, reporting, and compliance documentation
- Support program tracking and documentation requirements

### **Continuous Improvement & Organizational Effectiveness**

- Identify opportunities to improve operational efficiency and service delivery
- Support implementation of systems, workflows, and process enhancements
- Contribute to a culture of accountability, collaboration, and service excellence

## **KEY DELIVERABLES**

### **Operational Deliverables**

- Maintain and update a centralized Operations Procedures Manual
- Support cross-functional operational reviews to improve efficiency and alignment
- Implement standardized frameworks for managing key initiatives
- Contribute to performance reviews focused on efficiency, utilization, and ROI

### **Client Servicing Deliverables**

- Support development and maintenance of a Client Experience Playbook
- Ensure consistent execution of service standards and client touchpoints
- Implement and maintain systems to manage client amenities

### **Technology & Reporting**

- Maintain and support performance reporting within Simpleview CRM
- Deliver HTA and internal reporting requirements
- Track and report on client servicing KPIs and satisfaction metrics
- Identify opportunities to enhance systems, reporting, and data management

## **SUCCESS IN THIS ROLE LOOKS LIKE**

- Operational programs are delivered on time with consistent execution and minimal issues
- Client experiences meet established service standards and reflect high satisfaction
- Sales teams are supported with timely, effective coordination and resources
- Financial and administrative processes are accurate, timely, and compliant
- Meet Hawai'i systems and workflows drive efficiency, consistency, and support scalable growth

## **QUALIFICATIONS**

To perform this role successfully, an individual must be able to perform the essential duties outlined below. The requirements listed are representative of the knowledge, skills, and abilities needed. Reasonable accommodations are available to enable individuals with disabilities to perform these functions.

### **Education**

- Bachelor's degree in Business Administration, Operations, Hospitality, Travel Industry Management or a related field

### **Experience**

- 5–7 years of progressive leadership experience in operations, program management, people management, hospitality, or client service
- Experience with B2B relationship management

**Core Competencies**

- Strong operational leadership and organizational skills
- Excellent written and verbal communication abilities
- Relationship-building skills with the ability to collaborate across teams and partner organizations
- Proficiency in Microsoft Office Suite and project management tools
- Strategic thinking combined with practical execution capability.

**Preferred Qualifications**

- Experience with CRM platforms such as Simpleview or comparable systems preferred and Tableau preferred
- Experience within a destination marketing organization (DMO), convention bureau, hospitality organization, or tourism-related sector preferred

**WORKING CONDITIONS****Work Environment**

- Professional office environment, moderate noise level
- Regular attendance, travel to client meetings, events, site visits, and conferences

**Work Hours**

- Full-time; exempt position. Regular and predictable attendance is an essential requirement of this role
- Work hours may extend beyond standard business hours, including evenings or weekends, based on events, meetings, or operational needs

**Physical Demands**

- Ability to sit, stand, and walk for extended periods
- Ability to attend events and meetings that may require prolonged standing or movement
- Ability to lift and carry materials weighing 30-50 pounds on an occasional basis

**Physical Requirements**

- Ability to meet the physical demands outlined above with or without reasonable accommodation

**SALARY RANGE:** \$ 64,000 – \$105,000 commensurate with experience

**Comprehensive Benefits Package Includes:**

- Medical, Dental, and Vision Insurance
- Paid Vacation & Sick Leave
- Employer-Paid Life Insurance
- Company-Contributed Long-Term Care Coverage
- Long-Term Disability Coverage
- 401(k) Retirement Plan with Company Match and Safe Harbor Contribution

**EQUAL EMPLOYMENT OPPORTUNITY**

Hawai'i Visitors & Convention Bureau is an Equal Opportunity Employer. We are committed to creating a diverse, inclusive, and respectful workplace and do not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin, ancestry, disability, genetic information, marital status, veteran status, or any other status protected by applicable federal, state, or local law.

## **REASONABLE ACCOMMODATION (ADA)**

Hawai'i Visitors & Convention Bureau is committed to providing reasonable accommodations to qualified individuals with disabilities in accordance with the Americans with Disabilities Act and applicable state law. Applicants who require reasonable accommodation to participate in the application or interview process may contact Human Resources for assistance.

## **JOB DESCRIPTION DISCLAIMER / MANAGEMENT RIGHTS**

This job description is intended to describe the general nature and level of work performed by individuals assigned to this position. It is not intended to be an exhaustive list of all the duties, responsibilities, or qualifications.

Hawai'i Visitors & Convention Bureau reserves the right to modify, revise, or eliminate duties, responsibilities, qualifications, and working conditions of this position at any time, in accordance with business needs and applicable law.