



Job Title: Sales Coordinator, Citywide
Department: Hawai'i Visitors & Convention Bureau
2270 Kalākaua Avenue, Suite 801
Honolulu, Hawai'i 96815
Reports To: Vice President, Global MCI Sales & Marketing
FLSA Status: Non-Exempt
Hourly Range: \$18.00 - \$26.00 an hour

Position Summary

This position is responsible for assisting with all sales coordination, and administrative duties with the Directors in the Citywide Sales department. Support the sales team with the bid process and follow-up communication.

Essential Duties and Responsibilities

Simpleview CRM (Customer Relationship Management) Leads and Accounts

- Manages and updates Directors' new and existing accounts, contacts, and leads in Simpleview CRM.
- Inputs, sends, and follows up sales leads in Simpleview CRM.
- Creates and sends out bid books.
- Keeps updated documentation of In Progress, Tentative, Definite, and Lost businesses.
- Follows up and processes incentive offers for Definite Programs.

Prospecting

- Assists Directors with researching prospects, meeting histories, and other information useful in soliciting business.
- Receives and follows-up with incoming inquiries and RFPs (Request for Proposal)

General Administrative Duties

- Completes and submits Travel Authorization Requests, NSTRA's and other forms necessary to obtain proper approvals for Directors and clients.
- Assists with the completion of Month End Reports

Amenities and Fulfillment

- Prepare financial and member reports that support the daily operations of the organization.
- Queries data from the member database for the membership team and other departments as needed.

Hawai'i Convention Center Specifics

- Process Marketing Flexibility Fund – Submission of documents for review and approval.
- Manage room blocks with hotels and provide updates
- Execute contracts as required
- Update HCC Space (Additions/changes/lost) as directed
- Bid Creation, follow up and distribution with Directors

Other Sales Support

- Assists Directors with creative projects as needed.
- Assists in the coordination of sales activities and trips for Directors, which may include creating master agendas, assistance with facilitating of air, ground and hotel reservations
- Follows HVCB, Meet Hawai'i and Simpleview policies and procedures.

Education and/or Experience

- Minimum two-year certificate from college, and/or two years related experience and background, and/or equivalent combination of education and experience required. Prior experience and background in the travel/tourism, hospitality, and/or meetings/conventions industry preferred
- Knowledge of the Hawaiian Islands, culture, and 'Ōlelo Hawai'i are preferable
- Must have excellent organizational skills; meticulous; be able to prioritize tasks and manage multiple projects concurrently Strong demonstrated customer service skills required.
- Possess excellent organizational skills, able to prioritize tasks and manage multiple projects concurrently.
- Experience with coordination of clerical and administrative tasks, including composing business correspondence, understanding, and conducting oral and written instructions, dealing with daily office operations/situations, preferred.
- Must have good working knowledge of the Hawai'i visitor/tourism industry's distribution system.

Other Requirements

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

- Computer proficiency required in the following software: Microsoft Office (e.g., Word, Excel, PowerPoint, Outlook), ADOBE. Experience using database software preferred.
- Analytical skills to accurately perform computations.

Physical Requirements

- Must be able to sit for extended periods of time.
- Able to lift forty pounds on an occasional basis.

Transportation

- Access to automobile, valid driver's license with satisfactory driving record and current auto insurance required.
- Vehicle not provided by the company.

Work Environment

In person, air-conditioned office. Moderate noise level.

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. HVCB is an Equal Opportunity Employer. HVCB does not discriminate based on race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status, or any other bases covered by appropriate law. All employment is decided based on qualifications, merit, and business need.