



**Job Title:** Sales Coordinator, Kaua'i  
**Department:** Kaua'i Visitors Bureau  
4473 Pahe'e Street, Suite F  
Lihue, Hawai'i 96766  
**Reports To:** Managing Director, Kaua'i Visitors Bureau  
**FLSA Status:** Non-Exempt  
**Hourly Range:** \$18.00 - \$26.00 an hour

### Position Summary

This position requires diligence and excellent communication and time management skills. Responsibilities include coordinating with and supporting the sales and office team, as well as working with other departments and vendors. Welcoming visitors in person, on the phone, or by email, answering or referring to inquiries. Manage organizational and clerical support tasks and provide needed administrative and clerical support.

### Essential Duties and Responsibilities

- Serve as the Kaua'i Visitors Bureau (KVB) initial point of contact for visitors and clients, providing a welcoming and professional demeanor.
- Manage the opening and closing of the office, ensuring the reception area is well-maintained and presentable.
- Capable of confidently delivering messages to both small and large audiences
- Update telephone messages with holiday information and publicize holiday schedule.
- Direct incoming calls to the appropriate team member.
- Manage packaging and scheduling of outgoing and incoming shipments, as well as sorting and checking mail.
- Maintain inventory of office collateral and supplies, ensuring necessary materials are stocked and accessible.
- Assist in the upkeep and maintenance of office equipment, phone system, postage meter, copier, and overall cleanliness of the office
- Plan and execute familiarization tours for travel advisors, product managers and media. Includes arranging hotel, transportation, activities and amenities.
- Assist team members with preparation for press trips and special events.
- Ensure all company information, events and updates are accurate and up to-date, checking KVB email regularly.
- Assist in preparing for special events and presentations, as well as securing booth space and working with vendors for upcoming shows.
- Update database with car rentals, airlines, travel agent information
- Manage the preparation and distribution of monthly newsletters, Kahe Wale and Zeta.

### Education and/or Experience

- Bachelor's degree in Hawaiian studies and/or Travel Industry Management preferred.
- Hawaiian cultural and/or visitor industry management highly desirable.
- Strong demonstrated customer service skills required.
- Must have excellent organizational skills, able to prioritize tasks and manage multiple projects concurrently.
- Ability to conduct presentations before individuals and private and group settings.
- Must be courteous and tactful in dealing with the public and with personnel in various agencies; be diplomatic and understand, project excellent customer service while assisting internal and external customers.

## **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**

- Proficient technology application skills; Advanced MS Office (Word, Excel, PowerPoint), MS Outlook, Access.
- Analytical skills to accurately perform computations

### **Physical Requirements**

- Must be able to sit for extended periods of time.
- Able to lift twenty-five pounds on an occasional basis.
- Requires being able to stand for extended periods of time and the ability to walk long distances (leading tours).

### **Transportation**

- Access to automobile, valid driver's license with satisfactory driving record and current auto insurance required.
- Vehicle not provided by the company.
- Must be willing and able to travel. Interisland / US Continent.

## **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.