



## **Travel Juneau – Juneau, Alaska Partnership Services Manager**

Job Title: Partnership Services Manager

Beginning Salary Range: \$48,500 - \$51,00 (based on experience) w/benefits package

Work Schedule: Full-time, salaried/exempt

Reports To: President & CEO

### **General Summary**

The Partnership Services Manager is the main point of contact for Travel Juneau partners and manages their accounts and services. This position facilitates participation in Travel Juneau programs, events and activities associated with the Convention Sales, Destination Marketing and Visitor Services departments. This position works with the President/CEO to develop new initiatives to enhance partner marketing and educational opportunities, grow and maintain Travel Juneau's reputation throughout the destination, and provide excellent service. The ideal candidate will have successful membership sales experience.

### **General Work Environment and Office Culture**

Travel Juneau currently employs six full-time staff, two part-time, and two seasonal staff; regular staff work from our administrative office located at 800 Glacier Avenue in downtown Juneau in a business/business casual office environment. All full-time regular staff participate in periodic after-hours and weekend events, often assisting other staff.

Travel Juneau has developed and maintains a friendly and hard-working team and culture. We support one another, have as much fun together as we can, are honest with each other, and are unafraid to voice and try new ideas.

### **PRIMARY POSITION RESPONSIBILITIES**

- Identify and solicit prospective businesses compatible with or supportive of Travel Juneau's mission and marketing programs, and steward current partners to maintain or increase their investment
- Create and maintain partner account records via the Simpleview database; includes data entry
- Manage the partnership fees and ad sales, and enrollment process; maintain and update associated materials, including brochures, forms and subsequent printed and online partner information
- Organize and host partner events (marketing educational series, networking events, Juneau Travel Fair, etc.), leveraging the efforts of other businesses and organizations when appropriate
- Educate partners in using the CRM database for their account information
- Continually monitor the success of partnership tiers and outreach, looking for new ways to enhance value
- Prepare and publish regular online and print publications (e.g., eNews, Dining Guide)

- Suggest new and/or improved tools or content in the partnership section of TravelJuneau.com
- Coordinate with Destination Marketing department to create the Juneau Travel Guide
- Coordinate with Finance Department for partner billing and account reconciliation

#### **SECONDARY POSITION RESPONSIBILITIES**

- Assist team with website copy, SEO, and partner image needs
- Serve as point person for the CRM database capability/functionality to all departments
- Support TBMP by managing the hotline and distributing comments and complaints
- Coordinate cruise ship welcome plaques for presentation on behalf of Travel Juneau

#### **ONGOING/AS-NEEDED**

- Act as a point of contact for visitors and calls to the Travel Juneau administrative office when Visitor Information Services staff are not available
- Provide project or program assistance to president/CEO and department staff on as-needed basis

#### **QUALIFICATIONS/EDUCATION**

##### **Required:**

- Bachelor Degree from accredited college or university (transcript will be required upon offer)
- Excellent verbal and written communication in Standard English
- Event planning, production, and management
- Working knowledge of and experience using relational databases
- Ability to lift and carry at least 35 lbs.

##### **Preferred:**

- 2-3 years' experience in sales and/or membership management; experience with a destination marketing organization a plus
- Working knowledge of tourism industry; knowledge of the Juneau, Alaska tourism industry and businesses
- Production and email distribution of newsletters and other communications
- Graphics experience (InDesign, Adobe, Canva)
- Working knowledge of and experience using content management software

This document is intended to provide an overview of this position, and does not reflect all the duties or responsibilities that may be assigned or reassigned to another department.

**To apply, please send cover letter, resume and contact information for at least 3 (three) professional references to [staff@traveljuneau.com](mailto:staff@traveljuneau.com). No calls, please. Position is open until filled.**