



## Job Description

**Job Title:** Convention Services Coordinator

**Department:** Convention Services

**Reports To:** Senior Director of Convention Services

**FLSA Status:** Non-Exempt

**Prepared Date:** February 2024

**Schedule:** Part-time (25 hours/week), Monday-Friday. Hours are flexible, will work to accommodate individual preferences and requirements whenever feasible.

**Summary:** The **Convention Services Coordinator** reports to the Sr. Director of Convention Services in the Convention Services department and is responsible for providing service to Service Event Definite accounts, serve as backup for Housing program and provide administrative support to department staff. The Coordinator will assist with a variety of capacities including but not limited to: preparation of various written communications, client/customer service, events/meeting planning, reporting, research, database management and assisting with completion of specially assigned projects.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Generate weekly, monthly, and quarterly database reports as needed by Sr. Director of Convention Services
- Assist with Familiarization) FAM Tour planning and execution
- Coordinate itineraries for pre-planning and site visits
- Responsible for all relevant services needed for Service Event Definite account.
  - Determine scope of destination services based on planner needs and establish rapport with planner(s) on assigned accounts
  - Distribute, communicate and coordinate all services with other Visit Knoxville personnel
  - Input accounts, monitor and make regular updates to Convention Services files in CRM database to include traces, commitments, service notes and expenses incurred
- Provide assistance to the Visit Knoxville Housing Program and act as backup as needed
  - Field routine customer service emails and reservation calls
  - Maintain hotel profile updates within VK Housing System
  - Process incoming hotel group sub-block requests
  - Assist VK Housing hotel partners with system access and support as needed
  - Maintain CRM database for group housing contracting, reporting, and revenue tracking
  - Assist with post-event group housing reconciliation and invoice requests
- Provide overall support to Convention Services and Housing Team to include incoming calls and emails to determine scope of events
- Acquire bids for transportation, equipment, promotional items, etc.

- Provide on-site event assistance when needed
- Other duties and tasks as requested

### **Supervisory Responsibilities**

This job has no supervisory responsibilities.

### **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, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and/or Experience**

Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one-year related experience and/or training; or equivalent combination of education and experience.

### **Computer Skills**

To perform this job successfully, an individual should have knowledge of Contact Management systems; Database software; Spreadsheet software and Word Processing software. Specialized training and course work via sales database.

### **Language Skills**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions.

### **Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **Reasoning Ability**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Physical Demands** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to walk; reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

### **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

**Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

**Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

**Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.

**Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

**Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources.

**Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change.

**Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Completes tasks on time or notifies appropriate person with an alternate plan.