



**Position:** Client Services Coordinator + Executive Administrative Support

**Employment Status:** Exempt/full-time/salary

**Reports to:** Director of Sales and Executive Director

**Salary:** \$42,000 to \$47,000 + benefits including health insurance & 401K with company match

*The Client Services Coordinator serves as the liaison between the meeting planner/client, eXplore Lawrence partners and departments, to the community. The coordinator will assist the sales department with contractual and service fulfillment needs and provide dedicated service support to small market groups. May also assist with leads, bid books, presentations, proposals, FAMs, sales missions, site visits, trade show promotions, and produce reports from CRM. This position also provides support to the Executive Director.*

### **Responsibilities**

- Provide dedicated service support to groups as assigned
- Monitor and coordinate administrative workflow of the Sales department.
- Assist with preparation of presentations.
- Compose correspondence, including leads and itineraries.
- Coordinate and execute training of Partner Portal training for Lawrence hotels & event venues
- Utilize promotional tools, products, and services for incoming groups, meetings, and events to increase attendance and repeat group bookings to improve the economic impact on the destination.
- Manage ongoing partnerships with suppliers and partners and actively recruit businesses to support the needs of visitors and groups
- Conduct post-event reporting and schedule follow-ups
- Input orders and schedule deliveries for clients & community partners
- Create event & meeting alerts to industry partners to notify them of upcoming group events
- Manage the city-wide calendar using CRM
- Maintain working knowledge of the organization's policies, procedures, and systems to manage invoices and expenses for the sales department and Executive Director.
- Utilizes CRM database to allow for effective and efficient communication and execution of services.
- Manage printed collateral, meeting materials, and office supply inventory
- Assists as needed with special projects and events
- Provide Administrative support to the Executive Director

### **Required Skills/Experience:**

- Four-year or two-year degree in a related field OR 2+ years of professional experience in sales, project management, and/or administrative support
- Exceptional interpersonal communication, relationship building, and customer service skills
- Understanding of database platform and reporting



- Strong knowledge of Lawrence & surrounding communities
- Ability to travel as necessary, such as attending trade shows, sales calls, etc. May require 10% of travel, nights & weekends may occur with this position
- administrative skills & experience
- Ability to manage multiple projects and resolve conflicts effectively
- Critical thinking and problem-solving skills, including the ability to propose & multiple successful solutions
- Strong communications skills (oral & written) and presentation skills

**Desired Skills and Experience:**

- A go-getter who takes pride in a job well done
- The ability to practice patience and persistence while training partners
- Experience in the tourism/hospitality industry
- Detail-oriented, methodical, and organized work style
- The above is intended to describe the general content for the performance of this position. It is not to be construed as an exhaustive statement of responsibilities and duties.

Please send a cover letter and resume to Kim Anspach: [kanspach@explorelawrence.com](mailto:kanspach@explorelawrence.com)

Resume review will begin on January 4th. Resumes will be accepted until the position is filled.