

## **Housing & Event Services Coordinator**

### **Position Summary**

The Housing and Event Services Coordinator is responsible for providing administrative support for the Event & Destination Services Department, specifically in event housing and hotel reservation by performing a variety of tasks, including coordination, setting deadlines, monitoring and summarizing progress of multiple housing events for Destination Madison (DM) and the Madison Area Sports Commission (MASC).

**Departments:** Event and Destination Services

**Supervisors:** Director of Event & Destination Services

**Direct Reports:** None

**Indirect Reports:** None

**Job Classification:** Coordinator, Non-exempt, Full-Time

**Work Site Location:** Corporate Office

**Revision Date:** October 2019

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### ***Job Scope and Essential Functions\****

#### **Housing Coordination**

- Match housing needs of meeting and event planners in coordination with Event & Destination Services Managers, Sales Department and Director of Destination & Event Services, utilizing housing solutions (Meetingmax, aRes, or other housing technology)
- Create and distribute housing system hotel documents and agreements.
- Coordinate the lead collection, term review and contracting process for events that are utilizing the 3rd party housing system.
- Assess and analyze housing blocks, manage pick-up and review inventory throughout entire event process
- Build accurate and quality housing event utilizing the 3rd party housing system.
- Review, maintain and manage data utilizing the 3rd party housing system and CRM databases.
- Provide exemplary customer service to guests via phone, email, and housing system
- Serve as primary point of contact for hotel sales departments and train hotel representatives on 3rd party housing software (Meetingmax, etc.)
- Prepare, edit, and compose housing correspondence and reports for event professionals.
- Collect pick-up reports from hotels following event completion, and reconcile hotel reports with Destination Madison 3rd party housing system's reports.
- Prepare assessment documentation, requests for hotels' invoices and payment process for housing software fees with accounting department.
- Prepare accurate and timely reports. All reporting (weekly and monthly reports, department reports, special reports as needed) for Destination Madison team
- Maintain accurate and detailed files and collateral (electronic and paper).
- Perform periodic hotel profile maintenance in housing system.
- Act as internal lead for 3rd party housing system: maintain up-to-date knowledge base, and update and train new Event & Destination Services team on the 3<sup>rd</sup> party housing system.
- Prepare and maintain contact lists for electronic communications.
- Assist Event & Destination Services team with follow-ups and organization of housing data.

#### **Additional Responsibilities**

- Assist Event & Destination Services Department with administrative duties: reporting, filing, distribution of post event surveys, delivery of welcome materials and collateral, and inventory of client gifts and tradeshow items.
- Assist in the creation and maintenance of departmental project management templates.
- Assist with CRM administrative sales leads correspondence, collection and response.
- Local, regional, national or international travel may be required for training, special projects and other Destination Madison or Madison Area Sports Commission supported functions.
- Provide back-up for front desk as needed.
- Off-site event assistance as required. \* The above is intended to describe the general content and major responsibilities of the position. Other related duties may be required to support Destination Madison's success.

## **Education and Experience**

- GED plus three years' experience in customer service and administrative assistance such as hotel front desk or reservations manager or equivalent combination of education, experience and training. Associates Degree in Event Management, Communications, Recreation Management or other related field preferred.
- Experience working with an on-line database highly preferred. Previous experience with Simpleview CRM database and Meetingmax or other online housing software a plus
- Knowledge of the greater Madison area and familiarity with the Madison area tourist attractions, restaurants, hotels and major events preferred
- Proficiency in computer based systems, which include personal computers and scanners as well as Microsoft Office – Word, Excel, Access, PowerPoint. Adobe Professional is also helpful. Understanding of hospitality/tourism industry and experience with Meetingmax, aRes, Simpleview (or similar databases, software) a plus.

## **Required skills, knowledge and abilities**

- Exceptional interpersonal skills and customer service skills with a wide variety of audiences including but not limited to visitors, clients, partners, and team members.
- Excellent telephone, verbal and written communication and problem-solving skills in a highly collaborative, fast-paced environment.
- Strong organizational and work planning skills-ability to prioritize objectives, manage many projects effectively and streamline processes.
- Strong commitment to quality, accuracy and detail within administrative/organizational and project management work.
- Proactive, anticipatory working style, self-starter and self-motivated individual, comfortable working independently and part of a team
- Ability to develop and write effective reports and business correspondence.
- Ability to analyze information and evaluate solutions to resolve problems with speed and efficiency.
- Ability to respond to changing priorities and meet multiple and tight deadlines with frequent interruptions.
- Ability to use discretion and keep confidential information.
- Strong ability to work independently and as part of a team.
- Willing to work weekends and/or evenings.
- Team player with flexibility to pitch in and be resource to others within the office and adjust to changing conditions and circumstances.
- Ability to work nights, weekends

## **Physical Demands**

While performing the duties of this job, the employee is required to sit at a desk and computer for long periods of time, is frequently required to stand; occasionally required to be physically active (standing, walking) for long periods of time; use hands to finger, handle or feel; reach with hands and arms; stoop, kneel, crawl and/or crouch. May be requested to lift materials of up to 35 lbs. Specific vision abilities required include reading computer screen and written documents; close vision, color vision and ability to adjust focus. Communicate effectively via verbal, audible and written means.

## **Work Environment**

Heated and air conditioned office environment (cubicles). Noise level is usually low to moderate. May be required to occasionally travel and work off site for training, special projects and organization supported functions, and events. Travel in personal automobile required for organization business. Occasional air travel may be required. Occasionally exposed to outdoor weather conditions.

## **Reasonable Accommodation**

It is the policy of Destination Madison to provide reasonable accommodations to qualified individuals with a disability who are applicants for employment or employees to perform the essential functions of the job.

**Destination Madison is an Affirmative Action/Equal Opportunity Employer**