

**MONTEREY**  
**Monterey County Convention**  
**& Visitors Bureau**

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**Position Title:** Group Administrative Coordinator  
**Reports To:** Director of Strategic Client Services  
**Department:** Group Business Development  
**Job Status, Classification:** Regular Full-time, Non-Exempt

## JOIN OUR TEAM

*Monterey County Convention & Visitors Bureau (MCCVB) is the destination marketing organization for Monterey County including the cities and areas of Monterey, Carmel-by-the-Sea, Carmel Valley, Pacific Grove, Seaside, Sand City, Marina, Salinas, Moss Landing, Salinas Valley and Del Rey Oaks. We promote our destination including world renowned assets like the Monterey Bay Aquarium, WeatherTech Raceway Laguna Seca, Monterey wine country and iconic Pebble Beach. Our vision is to inspire the world to experience our extraordinary destination responsibly. Our mission is to drive business growth through compelling marketing and targeted sales initiatives that maximize the benefits of tourism to our guests, members and community.*

We are looking for dynamic individuals to join our team of passionate Monterey ambassadors. We work together with our community stakeholders on strategy and vision with integrity, accountability and leadership to reach our stated goals.

### Position Summary

The Group Administrative Coordinator provides clerical support to the Group Business Development team including data entry, event logistics planning and execution of activities.

### The ideal candidate in this role will:

- Aspire to inspire transformational moments
- Bring their best possible self and work
- Commit to quality and consistency
- Seek opportunities to grow and improve
- At all times be trustworthy and honest
- Be responsible and accountable for their actions and words
- Contribute to the team culture in ways that are positive and collaborative
- Demonstrate respect, kindness and trust throughout all interactions and relationship development
- Contribute to telling the story of the organization's initiatives, outcomes, and return on investment for the community in ways that are creative, strategic and outside the standard reporting metrics
- Create success through passion for the hospitality industry, the destination, and the vision, mission and values of the organization
- Create and execute plans that are a clearly defined road map to achieve the targeted goals of the organization

**Functions and Responsibilities**

- Provides clerical support for Regional Sales Executives (RSE) including entering contacts, accounts, and leads in the database
- Assists with group Requests for Proposals (RFPs) follow up
- Provides support for Tour & Travel tradeshow planning and execution
- Assists in the coordination of FAM itineraries
- Generates sales and account production reports
- Provides phone and email coverage, general office and shipping coordination
- Enters, updates and maintains database information with integrity and accuracy
- Assists with data entry of new prospects and accounts, develops target lists and customer profiles to assist with business development efforts
- Assists in coordination of sales events by preparing presentations, shipping sales materials, client RSVP follow up and reconfirming details with vendors
- Communicates with customers, on-property hotel sales managers, hotel sales support staff, regarding leads, Extranet access/updates and troubleshooting
- Handles incoming requests from clients and hotels
- Coordinates inventory and ordering of collateral
- Contributes to our safe, positive, harmonious and healthy work environment

**Supervisory Responsibility**

This position has no supervisory responsibility.

**Other Duties**

Please note this job description does not cover or contain all responsibilities, activities, or duties that are required of the team member for this job. Duties, responsibilities and activities may change at any time with or without notice at the discretion of the supervisor.

Reasonable accommodations may be made to enable individuals with disabilities to perform the functions and responsibilities.

**Desired Competencies and Expectations**

- Time management skills with strong ability to multi-task
- Ability to prioritize and balance multiple projects simultaneously
- Professional written, verbal communication and interpersonal skills
- Ability to develop and maintain professional relationships with clients and stakeholders
- Superior proofreading skills and attention to detail
- Results driven, proactive and able to work independently and in groups
- Ability to thrive in a fast-paced work environment
- Ability to execute tasks and oversee projects with minimum supervision
- Ability to work under pressure and maintain professionalism
- Ability to recognize and maintain confidentiality of information.
- Must maintain excellent attendance record
- Must work special events as assigned

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**Preferred Education and or Experience**

- Knowledge of Monterey County product and assets
- Advanced experience using a CRM or similar database system
- Advanced experience using Microsoft Office software.
- Experience in the hospitality or meetings industry
- Valid Drivers License and reliable transportation

**Work Environment**

This job operates in a clerical office setting. This role routinely uses standard office equipment such as computers, phones, copiers, and filing cabinets. The position includes occasionally traveling to industry events and other sales activities and locations where the environment may vary.

**Physical Demands**

This is mostly a sedentary role; some filing and moving around within the office is expected. This role requires the ability to lift and carry items up to 30 pounds, open filing cabinets and bending or standing frequently as necessary. The position may include traveling by car and or plane; extended periods of standing or sitting are expected.

**Position Type/Expected Hours of Work**

This is a full-time position. Days and hours of regularly scheduled work are Monday through Friday, 8:30 a.m. to 5 p.m. PST. Evening and occasional weekend work is anticipated.

**Travel Expectation**

It is possible for the person in this role to travel within Monterey County at least 10% of their work time.

**Signatures**

This job description has been approved by:

Supervisor – Director of Strategic Client Services: Marissa Reader

Vice President of Operations: Jennifer Johnson

President & CEO: Tammy Blount-Canavan

**MCCVB offers full-time team members competitive compensation and benefits including paid holidays, paid time off (PTO), 401k plan, and group health care, dental, vision, life and long term disability insurance.**

To be considered for this position, potential candidates should submit a cover letter and resume to [HR@seemonterey.com](mailto:HR@seemonterey.com)