

MONTEREY
Monterey County Convention
& Visitors Bureau

Position Title: Stakeholder Engagement Coordinator
Reports To: Director of Stakeholder and Visitor Engagement
Department: Stakeholder Engagement
Job Status, Classification: Full-time Regular, Non-exempt

Position Summary

The Stakeholder Engagement Coordinator is responsible for coordinating Stakeholder communications, assists in membership events planning and provides general administrative support to the Stakeholder Engagement team.

Essential Roles and Responsibilities

- Coordinates the calendar of and the logistics for Stakeholder Engagement events
- Assists in the creation and execution of all stakeholder communications including event invitations, newsletters and other notices
- Enters, updates and maintains accurate information in the CRM database related to stakeholders including but not limited to accounts, contacts, listings and member benefits
- Assists members with Extranet training
- Coordinates membership accounts payables and receivables
- Provides administrative support to the Stakeholder Engagement team
- Fosters positive relationships with team members, stakeholders, vendors, and visitors
- Contributes to our safe, positive and harmonious work culture and environment.

Other Duties

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

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

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

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- 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

Expected Competencies

- Professional administrative skills
- Professional written and verbal communication and interpersonal skills
- Ability to work well with the public and team members.
- Ability to interact with others using professional business acumen
- Ability to manage time and multiple projects efficiently
- Must be a responsible and reliable team player
- Ability to recognize and maintain confidentiality of information
- Ability to work under pressure and maintain professionalism
- Results driven, proactive and able to work independently and in groups
- Ability to thrive in a fast-paced work environment
- Ability to maintain excellent attendance record

Desired Education and Experience

- A minimum of two years' experience working in a business relational or similar role
- Advanced computer, browser, software and database systems knowledge and experience including CRM, CMS and Microsoft Office products
- Experience in the hospitality industry
- Prior CVB and/or non-profit experience

Supervisory Responsibility

This position has no supervisory duties.

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.

Physical Demands

This is largely a sedentary role; however, some filing and moving around of boxes is required. This role requires the ability to lift items, open filing cabinets and bend or stand as necessary.

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Position Type/Expected Hours of Work

This is a full-time position. Days and hours of work are Monday through Friday, 8:30 a.m. to 5 p.m. Evening and weekend work is not expected, however, it may be required as needed.

Travel Expectation

The duties of this position require less than 10% travel time with little to no travel required outside of Monterey County.

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