



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

Position Summary

The Client Services Coordinator provides clerical support to the group business development team including data entry, event logistics planning and execution of business development initiatives and activities.

The ideal candidate in this role will:

- Aspire to inspire transformational moments
- Be a strong, strategic, thoughtful team member
- Always bring their best possible self and work
- Commit to quality and consistency
- Seek opportunities to grow and improve
- At all times be trustworthy, honest, and accountable
- Positively contribute to the team culture
- Contribute to telling the story of the organization's initiatives, outcomes, and return on investment for the community in ways that are creative and strategic
- 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

Role and Responsibilities

- Provides clerical support for Business Development Executives (BDE) including database entry of leads, contacts, etc.
- Assists with group Requests for Proposals (RFPs) and follow up
- Provides support for Tour & Travel tradeshow planning and execution
- Assists in the coordination of Site & FAM itineraries and logistics
- Provides telephone and email coverage, general office and mail / shipping coordination
- Enters, updates and maintains database information with integrity and accuracy
- Assists with data entry of new companies 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
- Provides telephone and email coverage, general office, and mail/shipping coordination.
- Contributes to our safe, healthy, positive, and harmonious work culture and environment.

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Supervisory Responsibility

This position has no supervisory responsible.

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.

Expected Competencies

- Time management skills with strong ability to multi-task
- Professional interpersonal skills and presentation of self
- Superior attention to detail and proofreading skills in written and verbal communication
- Must be willing to provide a writing sample upon request
- Results driven, proactive and able to work well independently and in groups
- Solid understanding of basic marketing and communications activities and principles
- Project management and planning skills
- Critical thinking skills with sound problem solving abilities
- Creativity and ability to turn ideas into results
- Willingness and ability to learn and grow within the organization
- Ability to thrive in a fast-paced work environment
- Ability to develop and maintain strong internal and external relationships
- 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.
- Ability to always maintain professional conduct
- Ability to work special events as assigned
- Ability to maintain an excellent attendance record

Desired Education and Experience

- Knowledge of Monterey County product and assets
- Proficiency using a CRM or similar database system
- Experience in the travel/tourism, hospitality, or meetings industry
- Proficiency in Microsoft Office products including Word, Outlook, PowerPoint and Excel

Work Environment

This position operates in a clerical office setting. This role routinely uses standard office equipment including computers, keyboards, phones and a copier/scanner. The position includes some traveling to industry events and client support activities and locations where the environment may vary.

Physical Demands

This is largely a sedentary role with extended work time sitting at and using a computer including a keyboard and mouse. The person in this role must have the ability to lift and carry items up to 30 pounds, walk up and down stairs, and bend/sit and stand frequently. The position may include traveling by car and or plane; extended periods of standing or sitting are expected.

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Position Type/Expected Hours of Work

This is a full-time in-market position. The regular schedule of work is Monday through Friday, 8:30 a.m. to 5 p.m. PST. Evening and weekend work and participation in events that occur after hours may be required occasionally.

Travel Expectation

This position requires some local (within Monterey County) travel by car. This position may also require travel on occasion outside of Monterey County and/or California to attend industry trainings, meetings, conferences, and other events.

MCCVB offers a comprehensive compensation and benefits package including paid time off, paid holidays, 401k plan and group health, dental, vision, life and long-term disability insurance coverage.

If you are interested in joining our team, please send your cover letter and resume to HR@seemonterey.com

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