

POSITION DESCRIPTION

2024

POSITION TITLE: Destination Services Manager

REPORTS TO: Director of Destination Services/Vice President of Sales and Services

DEPARTMENT: Visit Oklahoma City

JOB SUMMARY

The Destination Services Manager acts as a liaison and supports clients throughout the event planning process. Responsibilities include but are not limited to registration assistance, planning and arrangements, and providing collateral materials to clients. The Destination Services Manager also manages the computerized central housing bureau for conventions requiring the use of at minimum three sleeping facilities. They are also responsible for recording and reporting all meeting preparation and activity in Simpleview database and to Destinations International, as appropriate.

ESSENTIAL FUNCTIONS

- ◆ Must be able to effectively organize services and staffing for multiple events simultaneously.
- ◆ Must be able to work effectively with a wide variety of personalities.
- ◆ Reliable transportation and a valid driver's license are required. Ability to travel independently.
- ◆ Ability to lift and carry objects weighing as much as 30 pounds.
- ◆ Ability to carry oneself with a professional demeanor.
- ◆ Customer first service mindset.

PRINCIPAL DUTIES

- ◆ Correspond directly with planners through verbal and written communication to develop and maintain an effective relationship.
- ◆ Assist planners in all phases of event development as requested.
- ◆ Assist in the development of strategies to enhance services and experiences of convention meeting delegates.
- ◆ Provide local support information based on planner requests and personal knowledge of available resources within the Oklahoma City area.
- ◆ Act as the liaison between planners and OKC industry partners before, during and after the event.
- ◆ Provide daily on-site assistance and support as required.

- ◆ Schedule and manage full and part time staff (registrars) to meet the expressed and implied needs of the event.
- ◆ Ensure the accurate and complete entry of all meeting information in Visit OKC's data management system.
- ◆ Travel as required within local and national areas.
- ◆ Manages computerized central housing bureau upon request for groups requiring a minimum of three sleeping facilities.
- ◆ Track registration services and other chargeable servicing items and provide documentation for billing.
- ◆ Support convention sales team members in coordination of tradeshow participation.
- ◆ Complete required monthly reports to supervisor.
- ◆ Collaborate closely with the Vice President of Services, Director of Destination Services, and counterparts in both sales and services.
- ◆ Assist with special projects, as assigned, and provide support at Visit OKC hosted events.
- ◆ Attend industry meetings and become involved in organizations to network with customers and industry suppliers.

JOB REQUIREMENTS AND QUALIFICATIONS

- ◆ College degree in a related field, preferred.
- ◆ Proficient in operation of personal computer including MS Word, Outlook and Excel, preferred.
- ◆ Positive attitude and understanding of customer service.
- ◆ Strong verbal and written business communication skills.
- ◆ Strong organizational and leadership skills combined with an attention to detail.
- ◆ Experience in the hospitality industry or related field preferred.

The statements contained herein reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skills typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. This document describes the position currently available. It is not an employment contract. The Chamber reserves the right to modify job duties or job descriptions at any time.