

## Services Coordinator

Reports to: VP Sales & Services

Department: Sales and Services

Classification: Coordinator

Supervises: Visitor Center Concierges, Interns, & Seasonal Employees

Date: 6/6/17

### JOB FUNCTION:

Position maintains relationships with Seattle Southside business associates by providing routine contact, opportunities to partner, partner meetings, and information on sales efforts. Provides excellent customer services to visitors, group leaders, meeting planners, and partners. Ensures business growth through satisfied and repeat clients. Position also ensures a wide variety of visitor information services functions and internship coordination. This position will have telephone and direct customer contact, involves sales, sales support and customer service that effectively represents the Seattle Southside products and services to local residents, travelers and prospects. Position oversees daily operation of the SeaTac visitor center, maintains staff schedule, and supervises visitor center staff.

### Essential Functions:

1. Develop and maintain strong working relationships with the hotel community, local attractions, and the business community in order to keep up to date on local information. Keep current with new tourism related businesses opening in Seattle Southside.
2. Provide business associates with routine information regarding opportunities to partner, market their business, and sales efforts.
3. Maintain accurate and updated account and contact information in the sales software system, Simpleview, for local business associates.
4. Project manage events for business associates (best-practices seminars, etc.) and the annual tourism symposium.
5. Respond to client inquiries quickly and knowledgably.
6. Support special projects and initiatives as assigned.
7. Attend tradeshows, client events, networking meetings and local meetings as a support to sales team and represent Seattle Southside professionally and competently.
8. Assist meeting planners, group leaders, visitors, and locals with referrals to attractions, hotels, restaurants, transportation, catering, and other services and provide other helpful suggestions to make visiting the Seattle Southside area as easy and convenient as possible.
9. Assist with the planning, coordination and implementation of special cooperative sales programs (e.g., familiarization tours, sales blitzes, receptions, etc.) or other related activities as assigned, to creatively profile Seattle Southside as a group tour, travel, and meeting destination.
10. Encourage and promote a cooperative spirit among all Seattle Southside personnel, but especially the sales team, that promotes quality customer service, team-building, and continual self-improvement.
11. Manages the Visitor Center call center and coordinates the visitor information packet distribution program.
12. Collects demographic data on all customers and prospects. Maintains accurate records in Simpleview and provides timely statistical and activity reports for the Visitor Center.
13. Develops, promotes, recruits and maintains a wide range of volunteer and internship opportunities within the Visitor Center. Surveys staff regularly to assess needs for volunteer and internship assistance. Conduct and/or arrange for volunteer orientation and training. Attends career fairs and conducts outreach to community. Provides guidance, support and recognition. Conducts ongoing evaluation of the programs and services delivered by volunteers and implement improvements as necessary.

14. Manages ticket sales, prospect new opportunities for commissionable ticket sales, manage ticket inventory, train staff on sales and upselling techniques, etc.
15. Compiles and reports monthly tracking reports to VP Sales and Services.
16. Other duties as assigned.

**Qualifications:**

To be successful, you will have a strong focus on customer service, for both internal and external customers. A desire and interest in working and growing in the hospitality industry is preferred. It is required that you be personable and professional in communication style and demeanor, as well as exhibit a consistent positive attitude.

- An AA degree, BS preferred in tourism or the hospitality industry preferred or equivalent work experience.
- 2 years relevant administrative or hospitality experience preferred
- Must be a demonstrated self-starter who takes initiative, is extremely organized, who exhibits excellent and consistent follow through, creativity and responsibility.
- Must demonstrate high initiative and self-motivation, as well as creativity.
- Proficiency in Microsoft Word, Excel and Outlook programs with the ability to learn other software programs such as Simpleview required.
- Ability to operate computer, fax, copier, and general office equipment.
- Must be able to handle multiple projects and priorities with poise, enthusiasm, accuracy and efficiency.
- Must be able to speak, read, write and understand the primary language(s) used in the workplace.
- Must be comfortable in client facing situations and enjoy meeting new people.
- Excellent phone and communications skills.
- Highly organized.
- Positive and professional attitude – a people person.
- Excellent customer service skills.
- Ability to work extra hours if needed on assignments.

**License Requirements:**

Valid WA State driver's license with good driving record.