



Visit Syracuse

109 South Warren Street, Suite 10
Syracuse, NY 13202

VisitSyracuse.com

POSITION AVAILABLE

JOB TITLE:	Visit Syracuse <i>Insider</i> (Full-time, salaried)
SUPERVISOR:	President & CEO
OPENING:	Immediate

SUMMARY:

Do you have talent for networking and building relationships? Would you love talking about all the great things that Syracuse has to offer to visitors? Would you be motivated to “pioneer” this position and shape it into a truly unique opportunity? If you answered yes to all these questions, you would be a great candidate for the position of Visit Syracuse *Insider*.

The Visit Syracuse *Insider* will be responsible for planning, organizing, managing details, and serving as group liaison for the variety of meetings, conventions, special events and film productions held in Onondaga County, sourced thru Visit Syracuse. Alongside the Visit Syracuse sales team, the position will be actively involved in the sales process, including interaction with clients and industry partners. The ideal candidate will focus on the execution of all aspects of event planning and coordination from the signing of a group contract onward to include VIP client requests, transportation needs, signage, housing, set-up, and more. Ensuring obstacles are met and solutions provided will lead toward new and/or repeat business opportunities, making the development and execution of long and short-term sales and service strategies, with accountable benchmarks, a requirement.

Building strong relationships with local stakeholders (hotels, restaurants, attractions, etc.) will be a key component to the success of the position, as will the development of networking and engagement opportunities for those stakeholders.

JOB DUTIES:

- Establish ongoing relationships with and acquire knowledge of local hospitality industry partners and stakeholders.
- Consistently keep in touch with clients and stakeholders through phone calls, emails, letters and personal/virtual meetings, & maintain and log client and stakeholder communications in Simpleview.
- Provide ongoing technical support to partners needing assistance accessing, navigating or updating their messaging within Visit Syracuse online opportunities.
- Attend regular sales meetings and work closely with the sales team to ensure client satisfaction.
- Promptly respond (usually within one business day) to inquiry calls, to monitor and maintain the efficient flow of paperwork relative to confirming function details to the client.
- Use acquired knowledge and established relationships to coordinate outside client events, dinners, receptions, etc., promoting an expectation of excellent service parallel to the reputation established by the Visit Syracuse team.
- Generate “thank you” notes to clients with prompt follow up of any negative client feedback, as necessary.
- Assist sales team with on-site inspections and client presentations.
- Work with outside vendors to ensure client satisfaction for all events/groups, including but not limited to hotel, restaurant and venue partners, area printing companies and transportation coordinators.
- Identify and create engagement opportunities for industry partners/stakeholders to participate with educational, marketing and advocacy resources offered through Visit Syracuse.
- Additional duties as assigned.

ABILITIES and ATTRIBUTES:

- Strong written and verbal communication skills.
- Excellent interpersonal skills.
- Knowledge and understanding of Social Media platforms, their respective participants, and how each platform can be deployed specifically for event-related use.
- Flexibility to work well within changing priorities and situations.

- Ability to work with a diverse group of people.
- Strong time management, organizational, and prioritization skills; attention to detail.
- Computer literacy with Office 365, experience with customer relationship management systems, various technology platforms, and a willingness to learn Simpleview.

ADDITIONAL REQUIREMENTS:

- Valid New York State driver's license and reliable vehicle.
- Some travel as needed both in and around the community, as well as to various domestic destinations, primarily for attendance building purposes.
- Willing to work a flexible schedule, including occasional nights and weekends.
- Ability to lift up to 25 pounds.

EDUCATION AND EXPERIENCE:

- Bachelor's Degree preferred, or equivalent combination of education and experience.
- Three to five (+) years of hospitality, sales, marketing, or services experience and/or any combination thereof.

Competitive salary and benefits package.

Interested candidates are encouraged to forward their resume and cover letter, in confidence, no later than Friday, April 23, 2021, directly to:

Danny Liedka, President / CEO
Visit Syracuse
dliedka@visitsyracuse.com

Please include SYRACUSE INSIDER in the subject line.

