

Job Title: Sports Coordinator
Department: Tucson Sports
Supervisor(s): Sports Sales Manager, Executive Vice President
FLSA Status: Non-Exempt, Full-Time
Date: February 2023

Summary: The Sports Coordinator (SC) is an essential member of the Tucson Sports Team & part of the larger Visit Tucson Sales Organization. He/she will support the primary efforts of the Sports Sales Manager through the coordination of bids, proposals, partners, hotels, venues & facilities for Visit Tucson Sports sponsored & supported events. The SC maintains accurate and complete records of all events in the Visit Tucson Sports Development CRM platform & maintains professional communications with staff, clients & partners.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Proficient in all sales (& Sports) related CRM functions, maintain all Sports related CRM database records accurately.
- Develop & maintain electronic files on tradeshow, conferences, special projects, meetings, and events related to Tucson Sports.
- Logistical support of Tucson Sports Events.
- Develop content for & maintain Tucson Sports social media channels.
- Assist Sports Sales Manager with concept & execution of Tucson Sports Media plan.
- Collect & verify event statistics including occupied hotel rooms, number of participants and demographic information related to participants and traveling parties.
- Coordinate bid books by obtaining necessary letters (i.e., Governor, Mayor, County Executive, local support & hotels).
- Prepare all Sports related month-end, quarterly & annual reports in coordination with the CRM administrator.
- Maintains a high level of involvement in the day-to-day sports tourism business development process.
- Works with Sports Sales Manager to establish business development missions, direct sales and FAMs organized for promoting sports tourism.
- Use of our CRM database for the account management process by documenting progress through accounts and issuing leads to appropriate hotels and facilities, updating recipients on lead status and the verification process used to confirm bookings.
- Establishes and maintains excellent relationships with organizations in the community that are partners in increasing Tucson's and Pima County's share of the sports market.
- Keep up to date on facilities, attractions, services and Tucson's unique selling points.
- Maintain familiarity with competing areas or issues that impact Visit Tucson Sports' ability to market the city and county effectively.

- Share responsibility (with SM) for booking business at the Tucson Convention Center outside of 18 months including creation of proposals for bids, conducting facility site inspections, and direct communication with client to fit their needs at the facility during the sales process.
- Handle any projects assigned by the Sports Manager, Executive Vice President and/or President.
- Collaborate across departments as directed by supervisor.
- Other duties as assigned.

Competencies:

- **Teamwork** – Balance team and individual responsibilities; exhibit objectivity and openness to others' views; give and welcome feedback; contribute to building a positive team spirit; put success of team above own interests; support everyone's efforts to succeed.
- **Organizational Support** – Follow policies and procedures; complete administrative tasks correctly and on time; support organization's goals and values.
- **Attendance/Punctuality** – Be consistently at work and on time; ensure work responsibilities are covered when absent; arrive at meetings and appointments on time.
- **Communication Skills** -Ability to write routine reports and correspondence; ability to speak effectively before groups of customers or employees of organization.
- **Computer Skills** – Working knowledge of Microsoft Office, Customer Relationship Management system, the internet, and other software as needed.
- **Problem Solving** –Identify and resolve problems in a timely manner; gather and analyze information skillfully; develop alternative solutions; work well in group problem solving situations.
- **Professionalism** – Approach others in a tactful manner; react well under pressure; treat others with respect and consideration regardless of their status or position; accept responsibility for own action; follow through on commitments.
- **Diversity** –Show respect and sensitivity for cultural, racial, ethnic, and religious differences; promote a harassment-free environment.

Experience & Education:

- Three years of applicable experience in hospitality, sports management or customer service-based industries.
- Excellent written and verbal communication skills; strong attention to detail.

Compensation & Benefits:

- This is a full-time non-exempt position.
- Compensation is flexible and is commensurate with experience.

Additional Criteria:

- Visit Tucson requires reliable transportation, a valid Arizona driver's license, valid auto insurance, and a good driving record.
- Visit Tucson may request to contact a minimum of three professional references prior to applicant being considered as a finalist.

- Visit Tucson requires all new employees to submit to drug testing and background checks prior to being hired. Applicants that are unwilling to submit to drug testing and background checks need not apply.
- The person filling this position must be vaccinated fully against COVID-19 unless exempt due to medical reasons or sincerely held religious reasons.

Please note that due to the typically high volume of applicants it is not possible for Visit Tucson to respond to everyone that applies. Please do not follow-up with Visit Tucson directly to check on the status of your application. If you are selected as a potential finalist, you will be notified via the email address you provide.

Visit Tucson is an Equal Opportunity Employer.