

**TOURISM VANCOUVER  
METRO VANCOUVER CONVENTION AND VISITORS BUREAU**

**POSITION DESCRIPTION  
SCHEDULE "A"**

**IDENTIFICATION**

Position Title: Project Coordinator, Convention Services – 4 days per week

Division: Meetings and Conventions

Reporting to: Manager(s), Convention Services

Date Prepared: February 2016

---

**POSITION SUMMARY**

The Project Coordinator is a support/administrative role for the Convention Services Department. The responsibilities include internal and external reporting, database management, administrative support and project assistance related to Sales and Convention Servicing.

The position is also the key point person for familiarization (FAM) tours which requires overseeing administration, logistics, documentation and tracking of purchase orders, invoices, itineraries and on-site preparation. The position works directly with the Meeting and Convention teams and Tourism Vancouver members responsible for operating FAMs.

**POSITION RESPONSIBILITIES**

**Convention Services Support & Client Relations**

- Communicate with clients via email, telephone or in person.
- Educate clients on Tourism Vancouver member services including providing information on Canadian Border Services Agency, Canadian Temporary Resident VISAS, Work permits and GST Rebates relating to the clients' Vancouver conference.
- Update client information into Tourism Vancouver's Customer Relations Management system (database) and provide client follow up in a timely manner.
- Provide administrative support to Convention Services Managers with client follow up.

**Logistics Operations with Site Inspections and FAMs**

- Organize site inspections and Familiarization Trips including preparing itineraries with hotel and off-site venues.
- Provide support with on-site client communication including liaising with Meeting Planners on site at host venues.

**Delegate Services Desk/ Airport Welcome signs**

- Provide support in organizing the Tourism Vancouver Delegate Desk during client conventions in Vancouver including promoting and selling Tourism Vancouver members' services and products.

- Assist Meeting Planners with their event details and logistics including signage, marketing collateral requests and approvals.

### **WORKING CONDITIONS**

This is one year term of employment, four days per week, Monday through Thursday.

### **QUALIFICATIONS**

- Minimum of two years of administrative experience in a marketing organization or tourism related business and preferably within the meetings and conventions market
- Good working knowledge of database management, Microsoft word applications, CRM technology as well as a strong willingness to learn and adapt to new software applications and hardware
- Ability to meet deadlines and prioritize multiple projects in a fast paced, ever changing environment; meticulous attention to detail and logistics
- Demonstrated organizational and time-management skills
- Demonstrated excellent verbal and written communication skills
- Demonstrated ability to work independently and as part of a team
- Demonstrated commitment to customer service excellence
- Professional with a positive attitude at all times
- Knowledge of the Metro Vancouver tourism community
- Post-secondary education in tourism, business, marketing or related discipline and/or equivalent experience