



Manager, Convention Services US

Are you passionate about Vancouver as place to live, work and explore?

Are you motivated by achieving goals and targets?

Are you a skilled collaborator with industry clients and partners?

If so, Destination Vancouver's ***Manager, Convention Services US*** role could be the right match for you. The position is an integral part of and contributor to our Meetings and Conventions (M&C) team and is ideal for an individual who wants to be part of a team that positively connects and contributes to creating awareness, driving interest and closing business for Destination Vancouver's members and partners.

Reporting to the Director of Sales, M&C US, the Manager, Convention Services shares in the responsibilities for ensuring all aspects of the M&C Business Plan are accomplished to the highest standards and makes an ongoing contribution to achieving the appropriate goals, objectives and targets for the services team including adhering to *BestCities* standards. Working strategically with M&C clients, members and partners, the role is expected to proactively address the needs of M&C customers to ensure they receive the services they need for a successful Vancouver M&C meeting and event.

This position is ideal for a candidate who is highly organized, flexible and detail oriented; committed to sales and service excellence and motivated to find creative solutions for Destination Vancouver's clients, partners and members. As well, the successful individual is motivated by strong organization values and culture.

Strategic Accountabilities:

- Ensure strong relationships are built with M&C clients and the companies and organizations they represent.
- Deliver on the commitment to the highest levels of dedicated service excellence in supporting clients and Destination Vancouver's members.
- Deliver responsibilities with a proactive and strategic approach to support the goal of securing rebook opportunities in working with the M&C sales team.
- Model and maintain an exceptional knowledge level with respect to Destination Vancouver member products and services as well as overall destination expertise.

Specific responsibilities include:

- Proficiently understands and effectively uses Destination Vancouver's customer relationship management (CRM) software, *Simpleview*, as well as other Destination Vancouver M&C digital platforms and programs such as *Lucidpress*, *FuturePace* and *TrueTour* including ensuring databases are current and always up to date with sales and service activities.
- Initiates and liaises with M&C clients on all such inquiries relating to the successful operation of the events in Vancouver.
- Provides recommendations and handles orders for convention promotional collateral (brochures, posters, audio-visuals, convention shells, etc.) and advises where to obtain other promotion material.
- Provides recommendations regarding delegate and/or guest programs, group tours, venues for special functions, entertainment information, shopping areas and sport facilities, gifts for delegates, special guests and speakers and more.
- Provides information and assistance to members requesting Convention Services market intelligence, convention statistics and sales and marketing activity information.
- Identifies and offers client service request business opportunities to Destination Vancouver members.
- Organizes and participates in client site inspections including but not limited to setting up site appointments, arranging flights, accommodation and transfers, welcome gifts and meals.
- Assists in attendance building initiatives including but not limited to shipping materials, assisting in creating content, if required, travel to host exhibit booth for on-site promotion the year prior.
- Maintains strong working relationships with key members most active in the M&C markets; downtown Vancouver convention hotels, professional conference organizers, destination management companies and event management companies.



- Prepares and evaluates various internal and external reports as needed by the M&C team and delivers presentations to clients, members, industry partners and suppliers, in Vancouver and in market.
- Keeps well informed on member products and services: personnel changes, renovations, changes in management, site inspections as needed.
- Maintains currency and awareness of competitive city products and services and convention service programs that other DMOs offer.
- Assists in the preparation of the annual Business & Market Development Plan and budget.
- Provides support to Destination Vancouver Team Members including recruiting, training and coaching.

What Are We Looking For?

We are seeking a candidate with five (5) years of experience working in similar destination marketing, hotel or convention industry service and sales role relating to the M&C industry who also maintains a thorough knowledge of Metro Vancouver and the local tourism and hospitality industry, including Destination Vancouver's membership base, hotels, professional conference organizers, destination marketing organizations, conference facilities, off-site venues, attractions and *BestCities* Alliance.

Able to make sound decisions and recommendations, meet project deadlines, take direction as well as initiative, the ideal person for this role is innovative, creative, entrepreneurial in outlook and has experience with strategic business planning and able to work well independently yet co-operatively with others. Using excellent verbal and written presentation skills to develop and maintain relationships and build business connections, the successful candidate will be socially engaging diplomatic and professional at all times.

Strengths include administrative/organizational skills including time and project management, attention to detail and good fiscal management. Technology requirements include good working knowledge of database management/CRM software (Simpleview an asset), Microsoft word applications and a solid working knowledge of social media for business purposes.

Post-secondary education in tourism, business or related field and/or equivalent experience is an asset.

Who Are We?

Destination Vancouver is one of the world's most dynamic Destination Organizations, delivering on a mandate for destination development and promotion that makes Vancouver a must visit global destination. It responsibly strives for a triple bottom line approach to measuring destination success through people, planet, and profit. As a private, not for profit business association, continued relevancy equals success by supporting the industry and building a competitive global destination brand.

Destination Vancouver has a fabulous product and a powerful brand. Its brand promise, Vancouver is a place that connects people and inspires them to live with passion, underpins how it communicates with potential customers, engages with stakeholders, and services its 800+ members.

What do We Offer?

This position is based in Destination Vancouver's corporate offices with majestic views of the North Shore mountains and proximity to transit and downtown amenities.

We are proud to offer a competitive total rewards program including 3-weeks' vacation to start, incentive plan, extended health care, Health Spending Account, matching RRSP program, transit reimbursement, Team Member



Referral program, generous paid time off, training and development opportunities. Destination Vancouver believes in and supports work/life balance and hybrid working opportunities.

Destination Vancouver believes in and provides a diverse, equitable, and inclusive work environment.

The health and safety of our team is a top priority, and the expectation is that all Destination Vancouver Team Members be fully vaccinated for Covid-19.

How Do We Connect?

If this sounds like you because you have the knowledge, ambition and drive and describe yourself as enthusiastic and fun, collaborative and focused on building positive and long-term client relationships and achieving sales results, we invite you to apply for this exciting position. Please send your resume and cover letter to: careers@destinationvancouver.com

For more information, please visit <http://destinationvancouver.com>