**Position overview**

Visit Corpus Christi is looking for an intern to support in updating our industry-specific customer relationship management (CRM) system which maintains contact information and business information referred to as listings for tourism and hospitality related businesses. The CRM Intern will work in a fast-paced environment alongside the Vice President of Experience and Sr. Director of Digital Marketing to assist with auditing and updating contact information in the Customer Relationship Management database.

**Roles & responsibilities**

Through internet research and phone calls to hospitality and tourism related businesses, the CRM Intern will be responsible for:

Audit CRM account contact information for accuracy and quality

Assist in the updating of partner portal account and listing records

Support the development of CRM standard operating procedures

Provide troubleshooting support to hospitality and tourism related businesses who cannot access their accounts

**Goals and Objectives**

Experience working as an active member of an agile project team.

Thorough understanding of the processes and tools available in the Simpleview CRM.

Thorough understanding of the relationship between Visit Corpus Christi and hospitality and tourism related businesses.

Exposure to hospitality and tourism related stakeholders throughout the Corpus Christi community.

**Qualifications**

Detail oriented and highly organized

Critical thinking and problem-solving skills

Excellent verbal and written communication skills

Self-motivated with high energy and great attitude

Interest in the tourism industry

Knowledge of the Simpleview platform is not required and will be taught to qualified candidates

**Work Sample:**

Please review the Visit Corpus Christi website, specifically the “Things to Do” section to get an idea of what business listings look like. Using resources currently at your disposal, please update the following business listing with current information.

**Business Name**: Water Dog Yoga, SUP & Barre

**Address**: 89 Coopers Alley

**Phone Number**: (361) 760-105

**Website**: www.waterdog.com

**Description**: Situated on a houseboat in the downtown Corpus Christi Marina, Water Dog Yoga, SUP & Barre is Corpus Christi's first floating yoga and fitness studio. Water Dog offers yoga and fitness classes on the upper deck of the Floating Yoga Studio as well as Stand Up Paddleboard (SUP) yoga, community SUP classes, SUP Pilates, and SUP Fit classes. Unwind with a calming sunset yoga session or energize your day with an invigorating sunrise class. Intro and beginner-friendly. Group classes, as well as private classes and events, are available. Booking through the website.