**Job Title:** Events & Servicing Coordinator

**Department:** Sales

**Reports to:** Director of Sales

**FLSA Status:** Non-Exempt

**Compensation:**

$20-$27/hour (depending on experience)

**SUMMARY**

The mission of the Fresno/Clovis Convention and Visitors Bureau (dba Visit Fresno County), a destination marketing organization, is to promote the Fresno/Clovis region to all travel markets. In partnership with the hospitality industry, the Bureau generates increased visitor spending, local tax receipts and job development.

Under the direction of the Director of Sales, the Events, Housing & Servicing Coordinator will provide support to the sales department and will interact regularly with the DOS, Sales Managers and other departments within the organization in order to provide clients and community partners an exceptional experience.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

* Assist and oversee the coordination and execution of one-day to multi-day/city-wide events, including collaborative efforts with other departments, managing the sales events calendar and coordinating day-of events management lists
* Create and update event-specific documents such as event sheets, staff notes and other related documents including welcome signage and one-sheets
* Develop productive, professional relationships with hospitality partners in order to secure competitive room rates and event information
* Attend all sales department meetings and other meetings as required
* Pull sales reports and distribute as necessary; print meeting materials when required
* Assist with travel arrangements, conference registrations, shipping needs and expense tracking
* Develop and maintain comprehensive client servicing checklists in order to track meetings and historical data
* Work with vendors to secure pricing proposals
* Maintaining comprehensive listing of meeting and venue spaces and entering updates when necessary
* Maintain yearly sponsorship spreadsheet and ensure check requests are submitted in a timely fashion
* Service repeat clients’ needs in a proactive manner
* Source new collateral items through various vendors
* Deliver promotional items to events and event facilities
* Assist DOS in creating new community relationships with events rights holders, venue managers and other industry-related entities
* Assist sales managers with events management as needed, including (but not limited to): creating SOPs, liaising with hotel staff to create rate sheets for events, confirming room night pick-ups, etc.
* Inspect event facilities and confirm event details prior to events
* Attend day-of events to provide support for coordination of events as deemed necessary by DOS, including occasional weekends/evenings
* Provide other forms of support as necessary

**SUPERVISORY RESPONSIBILITIES**

No supervisory responsibilities.

**ESSENTIAL QUALIFICATIONS  
Knowledge of:**

* General office operations, policies and procedures
* Microsoft Word, Excel, PowerPoint, Outlook
* Strong customer service background, exceptional business etiquette and basic principles and techniques in dealing with the public
* Successful event management and/or hospitality industry principles
* Fresno & Clovis offerings and options for visitors

**Ability to:**

* Be flexible with schedule, as some events may occur outside of normal business hours and on weekends
* Coordinate and secure details and logistics associated with the running of a successful event
* Maintain communication to follow up with staff, event organizers and hotels to meet deadlines
* Maintain a working knowledge of the complex needs of a wide variety of events
* Assist and oversee the coordination and execution of events
* Solicit donations from various businesses for events as needed
* Liaison with sales department and external entities
* Provide clear, concise communications (verbal and written) in a timely fashion
* Work independently and efficiently
* Make suggestions for improving sales administration procedures
* Adhere to deadlines and deliver quality work
* Demonstrate strong organizational skills and be able to prioritize tasks in a logical manner
* Understand the organization and operation of Visit Fresno County and of outside agencies as necessary

**EXPERIENCE AND EDUCATION GUIDELINES**

* High school diploma required
* Some higher education preferred
* Prior experience in event coordination, hospitality or sports events preferred
* Previous customer service experience required

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The position requires sitting, standing, walking, reaching, kneeling, bending, and stooping in the performance of daily activities. Also required are grasping, repetitive hand movement, and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires near and far vision in reading work related documents. Acute hearing is required. The ability to lift 20+ pounds occasionally, the ability to set up a 10x10 tent and set up a trade booth are also requirements of the position.

**WORKING ENVIRONMENT**

The work environment characteristics are described as high volume and fast paced. Employee must have the ability to work with a diverse population and in a standard office environment. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.