

JOB DESCRIPTION

**POSITION TITLE: Servicing Manager**

**REPORTS TO: Vice President of Sales and Service**

**TEAM: Sales and Service**

**FLSA: Exempt**

**AGENCY MISSION**: The Rockford Area Convention & Visitors Bureau drives quality of life and economic growth for our citizens through tourism marketing and destination development.

**POSITION SUMMARY**: - Support Sales Department to insure a 60% customer return rate.

**ESSENTIAL FUNCTIONS**:

* Oversee day-to-day serving functions of the service department, including management of interns and volunteers
* Work with sales team to service group business/ respond to group servicing requests
* Work with sales team to help coordinate site visits, sales mission, trade shows or other projects as needed
* Help prepare and manage the annual servicing budget
* Network with hotels, venues, restaurants, local businesses, and others to create sales and service opportunities
* Monitor customer satisfaction by regularly surveying customers
* Represent the RACVB at community meetings to promote the Rockford region
* Order, organize and maintain inventory of premiums
* Provide support to sports activations events as needed, including planning, on site execution, and hosting
* Maintain records and reports to meet organizational objectives
* Revise and establish systems to promote, and service RACVB customers/events
* Help manage the CRM (Simpleview) data base
  + Enter and edit new stakeholder/customer info
  + Schedule and conduct regular CRM database cleanup/accuracy checks
  + Attend monthly CRM calls with Simpleview rep
  + Learn and assist with CMS side of the software as needed
  + Troubleshoot any CRM issues/ assist with staff questions

* Assist with RACVB annual meeting
* Assist with board retreats or other board functions
* Assist with press conference set up
* Assist with destination development events
* Assist with stakeholder relations events and projects – delete all these
* Assist with RACVB meetings, retreats, press conferences, and projects

**KEY CONTACTS:**

|  |  |
| --- | --- |
| * Staff, Interns, Volunteers * New, returning, and potential customers | * Hotel & venue staff * Key community members & Stakeholders |
| * Vendors |  |

**CRITICAL KNOWLEDGE, SKILLS AND ABILITIES:**

* Excellent customer service skills
* Project management skills
* Event planning experience
* Established relationships in the community a plus
* Creative, enthusiastic, and energetic
* Possess strong communications and interpersonal skills allowing for success in a team environment
* Develop and implement systems and procedures.
* Develop, monitor, analyze and interpret budgetary information
* Takes initiative while managing multiple priorities
* Competent with Microsoft Office; Word, Excel, PowerPoint, Outlook 365 and able to learn industry related software
* Write reports, business correspondence, and procedure manuals
* Effectively present information and respond to questions from customers and the public
* Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists
* Must have valid Illinois driver’s license with a clean driving record
* Flexible working hours: must be able to work various evening and weekend events/meetings as required

**EDUCATION/EXPERIENCE REQUIREMENTS:**

Bachelor’s degree preferred and two to three years related experience, or combination of equivalent education and experience. Meeting/event planning experience a plus. Candidate should demonstrate an innovative use of research, strategy, creativity, collaboration, and project management skills to produce meaningful results. Experience with event planning and management; especially for large events. Experience with recruitment, retention and management of volunteers is helpful. Candidate should project professionalism and confidence while willing to roll up the sleeves when necessary. Integrity, innovation, initiative, and integration form the basis of all work and relationships.

**PHYSICAL REQUIREMENTS:**

* Office Work - Light Exertion up to 25lbs. force occasionally and/or up to 10lbs. frequently.
* During Events - Medium Exertion up to 50lbs. force occasionally, and/or up to 20lbs. frequently.
* Perform repetitive tasks/motions.
* Ability to see.
* Hear alarms/telephones/normal speaking voice.
* Have good manual dexterity.
* Have good eye-hand-foot coordination.

**PREPARED BY:** LA **PREPARED DATE:** 05/06/2022

APPROVED BY: APPROVED DATE:

Employee Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_