**YORK COUNTY CONVENTION & VISITORS BUREAU**

**dba Explore York**

**Destination Services Coordinator Date: May 14, 2021**

**Reports to: Sports Sales and Service Manager**

**FSLA: Hourly**

**Responsible for effective Event Services Operations and related functions**

**Job Functions:**

* Housing Bureau – develop accommodation profiles, creating and securing contracts with hotels, generating housing event website page, facilitating visitor reservations, and producing post-event reconciliations.
* Event Services – Coordinating special event needs from information supplied by Sales staff to include securing volunteers, comp rooms, shuttles, donations needed, welcome tables, hospitality bags, etc. Secure post event satisfaction survey from event planner.
* Conduct Quarterly Event Tracking Reports
* Sport York Sales missions - advance prep work to include plotting route, scheduling appointments, travel logistics, directions, securing member partners and coordinating collateral.
* Sport York Sales missions - follow-up work to include providing requested information, data entry of notes in database, developing itineraries, and distributing leads to member/partners
* Sports Bid submissions - collecting data on attractions, venue, and sample media pieces, securing letters of support from appropriate partners and elected officials prior to deadline.
* Sports site visits - advance prep work to include scheduling itinerary, securing transportation, coordinating with members for meals, lodging, events, develop attendee packets and promotional collateral, registration of operators, securing gifts.
* Sports site visits - follow-up work to include providing requested information, data entry of notes, developing itineraries, gathering survey results, sending "thank you” communications.
* Tradeshows – advance prep work to include collection/shipping of collateral & booth displays, assembling of appointment details and handling pre-mailers.
* Tradeshows – follow-up work to include data entry of notes, distribution to members and providing requested info to clientele.

**Knowledge, Skills, and Abilities Required**

* High school diploma or equivalent
* Three to five years of related experience
* High level of interpersonal skills and the ability to deal effectively with the public to serve as a liaison to high-profile members of the community, clientele, and the tourism industry.
* Excellent written and oral communication skills
* Excellent time management and organizational skills to meet deadlines and to handle multiple job tasks.
* Good knowledge of the tourism industry
* Strong Microsoft Office skills with ability to quickly learn new software programs.
* Strong attention to detail
* Professional appearance and demeanor

**Physical Demands & Working Conditions:**

* The work schedule for this position includes general hours between the hours of 8:30 a.m.-5:00 p.m. Infrequent evenings, weekends and holidays may be required based on operational need.
* This job requires regular attendance at the office and interaction with team members, partners, and the community at large.
* This job requires minimal visual requirements. Able to distinguish unlike items, detect motion, and distinguish color.
* This job requires the visual ability to perform detailed work at close distances (computer screens, accounting ledgers, using measurement devices).
* This job regularly requires verbal communication of detailed information to others either by phone or in person.
* This job requires ability to lift and transport items weighing up to 25 lbs. on an as-needed basis.
* Substantial movements (motions) of the wrists, hands, and/or fingers (Repetitive motion).
* Must be able to speak and read the English language.

**General Sign-off: The employee is expected to adhere to all company policies. The employee understands that** **this job description reflects management's assignment of essential job tasks. York County Convention & Visitors Bureau’s management reserves the right to assign or reassign duties and responsibilities to this job at any time.**

**I have read and understand this general sign-off and job description.**

**Signature:**

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