

REPORTS TO: SENIOR VICE PRESIDENT

DEPARTMENT: SALES

Position Summary

The Columbus Georgia Convention & Visitors Bureau - VisitColumbusGA - is currently hiring a sales service coordinator. The Sales Service Coordinator will support the sales department in achieving the overall mission and purposes through support, events and project management while possessing a sincere interest in destination partners and visitors.

Responsibilities

Coordinate and execute the daily operations of the sales department that includes but not limited to:

- Generating monthly sales reports.
- Management, maintenance, oversight and updating Client Relationship Management System (CRM):
 - Update reservations, input sales leads and contacts, customer management, and make recommendations for new processes and/or system improvements.
 - Track and enter events into the CRM System.
- Managing proposals and bid development.
- Assist in the follow-up from trade shows.
- Administratively support the Sales Department.
- Tracking Return on Investment (ROI) by keeping performance measure data up to date and maintaining tracking and measuring survey.
- Attend monthly meetings, as required.
- Implement convention services by creating guest experience for clients as well as assisting the Columbus Sports Council.
- Support the sales team with service after the sale.
- Assist with event preparations, including deliveries to area hotels and venues.
- Assist with event staffing, as needed.
- Gather event history on potential meetings under consideration.
- Maintain and update VisitColumbusGA hotel/meeting guide.
- Assist in the coordination and support of site visits, Familiarization (FAM) tours, client receptions, workshops, and client hospitality events.
- Act as a step-on guide for tours, work information booths, and maintain the "Show Your Badge Discount Program."
- Maintain and update databases for group travel, meeting planners, and Social, Military, Education, Religious, and Fraternal (SMERF) Market.
- Assists executives in areas of reports, miscellaneous correspondence, computer input and updating hotel's directories (names and titles).
- Responsible for servicing convention groups (name badges, brochures, registration assistance pick up reports, meeting facility guide packets); tour operators (sets appointments with attractions, prepares packets, welcome bags, sales kits).

- Coordinates registration and hospitality for groups.
- Acts as liaison between meeting planner/tour operator and hospitality community.
- Offers suggestions and planning of entertainment, tour shopping, spouse and children's programs, and other attractions.
- Handles inquiries for large brochure requests.
- Fulfill any other reasonable requests of the association, convention/meeting or tour planner that assists in a productive and successful meeting/tour.
- Answers the telephone and interacts with public to respond to inquiries by giving information about events, attractions, accommodations, etc.; directs caller to appropriate staff.
- Services hotels and other locations for brochures and other information.
- Other projects and duties, as assigned.

Minimum Education

High school diploma or GED or college degree; two to three years of related experience, or any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job. Training in the hospitality industry a plus. Must have a valid driver's license.

Training Requirements

- Experience in the hospitality/tourism industry desired. Ideal candidate will have a passion for customer service and a positive attitude.
- Ability to manage and track details and follow quality control best practices.
- Self-motivated, willing to learn and create new processes, and comfortable with direction while also being self- managed.
- Ability to work and make decisions proactively, take initiative, prioritize, plan ahead, and meet deadlines.
- Demonstrates knowledge or a willingness to learn the Tourism Industry and/or Group Sales, its vocabulary, and its unique set of sales and marketing needs.
- Strong skill set in MS Office programs. CRM and database management experience is helpful, but not required.
- Problem solver and highly collaborative.
- Excellent communication skills, written and oral.
- Existing experience as a coordinator in a sales environment that focuses on developing client relationships is helpful.
- Ideal Candidate is looking to grow within the organization and Tourism.

Physical Requirements

While performing the essential functions of this job the employee is regularly required to sit, use hands to handle or feel; see objects at close range; reach with hands and arms, and talk or hear. While performing the essential functions of this job, the employee is occasionally required to lift and/or move up to 25 pounds.

Benefits

Generous Benefit Package

To Apply

Those interested in applying should send a resume to Kim Gonzalez, kgonzalez@visitcolumbusga.com no later than 12 noon EST on Wednesday, November 15, 2023.