Atlanta Convention & Visitors Bureau
Job Description

Position: Coordinator, Convention Services
Department: Convention Services (02)
Exemption Status: Non-Exempt
Position Reports to: Director, Convention Services

General Description
The coordinator, convention services is responsible for account assignment, customer services fulfillment, logistics support, department research and resource development and general department invoice and billing. The position is also responsible for providing overall administrative support for the convention services department.

Primary Responsibilities (include, but are not limited to)

Account Assignment
- Assign definite accounts
- Generate sales and welcome kits
- Complete citywide group hotel contact sheets

Customer Services Fulfillment
- Design customized maps
- Distribute material for clients (buttons, window posters, brochures, etc.)
- Secure necessary approvals from city entities for banner permit applications
- Coordinate convention group pole and airport banner process (approval, installation, scheduling, etc.)
- Send service leads and execute appropriate follow-up
- Coordinate site itineraries for clients

Logistics Support, Special Projects and Assignments
- Provide support at Atlanta information booths
- Engage in special projects and events coordinated on behalf of convention customers

Research and Resource Development
- Research resources
- Monitor and update road closure listing
- Attend CAP Town Hall meetings
- Maintain department resource library

Invoicing and Billing
- Manage programs, projects and expenses according to ACVB guidelines
- Submit check requests for city permit fees

General Administration
- Print and assemble promotional material for convention clients
- Order and ship merchandise for clients
- Answer and distribute calls to the appropriate departments or individuals
- Provide front desk support as directed
- Provide oversight and task management for department interns
- Act as department liaison to member companies

Other Related ACVB Activities
- Maintain a positive working relationship with ACVB members
- Document all account details and activity in CRM
- Maintain current knowledge of member hotels, venues, restaurants and attractions etc.
Other Related ACVB Activities Cont’d

- Attend ACVB, member, and hospitality related events as directed
- Maintain active participation with assigned professional organizations
- Provide additional support to department projects and related ACVB programs as directed
- Stay up-to-date with hospitality industry trends

Qualifications:

- Education
  - Minimum high school diploma or equivalent, college degree preferred
- Work Experience
  - Minimum 2 years of experience in an office support role, hospitality experience preferred
- Knowledge, Skills and Abilities
  - Strong communication skills (oral and written)
  - Strong sense of time management with the ability to work well under pressure and meet deadlines
  - Proficient in Microsoft Office and CRMs, Adobe Illustrator preferred
  - General knowledge of Atlanta's hospitality industry

Core Competencies (areas reviewed in annual performance evaluation)

- Communication skills
- Dependability
- Teamwork
- Organization
- Accuracy
- Customer Service skills

Additional Information

- Work Hours
  - Monday – Friday (moderate early morning, late evening and weekend work)
- Work Environment
  - Standard, temperature controlled office environment with moderate, office noise level
  - During site visits work environment changes depending on location: hotel, restaurant, convention facilities, airplane and related travel and event venues
- Physical Requirements - *The physical demands described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Where applicable, reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.*
  - Moderate lifting up to 15 lbs
  - Position requires moderate amount of walking/standing during site visits, FAMs and related activity
- Travel
  - 0 to 10%

Last update: 8/8/17