

**ASHEVILLE AREA CHAMBER OF COMMERCE
ASHEVILLE CONVENTION & VISITORS BUREAU**

JOB TITLE: Summer Intern

REPORTS TO: VP of Sales

PRIMARY FUNCTION:

The selected candidate will assist in the planning, coordination and administration of a variety of projects on behalf of the Asheville Convention & Visitors Bureau group sales and service department. The selected candidate can depend on 25 hours per week or 300 hours over a 12-week period. The internship is a paid position. The position reports to the vice president of sales.

JOB DESCRIPTION – The successful candidate will:

- Update current account information in the department's CRM (Customer Record Management system).
- Input new account information into the CRM for future prospecting by the sales team.
- Research the history of prospective clients using The Knowland Group's Insight program, a top level prospecting source.
- Develop and maintain a schedule for visitor information materials to be picked up by meeting/conference and wedding groups.
- Assist in compiling statistical information for required reports.
- Collect and package visitor information materials needed for scheduled hospitality tables.
- Assist with putting together sales kits and compiling site visit and/or tradeshow amenity items.
- Attend scheduled department and task force meetings.
- Assist with details related to planned FAMs and site visits.
- Research and update group tour friendly restaurant information.
- Inventory and restock attraction brochures needed for future hospitality tables.
- Staff hospitality tables as needed.
- Assist with CVB monthly events (set-up and breakdown) as needed.
- Other duties as assigned.

JOB KNOWLEDGE:

The selected candidate must be skilled in the use of computers, specifically Microsoft Word, Excel and PowerPoint. This position requires organizational and

administrative skills and a pleasant disposition. The candidate must be able to follow oral and written instructions. The position requires good communication skills, both written and verbal, and the ability to establish an effective working relationship with staff.

EDUCATIONAL EXPERIENCE

The candidate must be enrolled in an accredited university or technical college, preferable in the hospitality and/or marketing field. A valid driver's license is required.

CONTACT WITH OTHERS:

Internal contacts include Chamber personnel. External contacts include local tourism businesses, members of the Chamber and the public at large. All contacts are the purpose of exchanging or providing information and require tact, courtesy and professional decorum.

CONFIDENTIAL DATA:

Has access to database information that is considered confidential and would not be in the Chamber's best interest to disclose.

RESOURCEFULNESS & INITIATIVE:

The selected candidate must demonstrate initiative and resourcefulness. While the candidate will operate with supervision, the candidate must demonstrate initiative and resourcefulness. The ability to complete job assignments in a timely fashion is required.

ENVIRONMENT:

Works in a normal office environment with exposure to business traffic. Professional attire is required at all time. Housing is not provided. The Chamber will conduct a background check and utilize drug testing on selected candidate.

ACVB CONTACT:

The interested candidate should send a cover letter and resume to Lauren Harris, sales & services coordinator, at lharris@exploreasheville.com. All interested candidates should apply by April 10, 2015. For questions, please call Lauren Harris at 828.258.6110.