

**ASHEVILLE AREA
CHAMBER OF COMMERCE**

JOB TITLE: Sales & Services Coordinator

REPORTS TO: Vice President of Sales

DEPARTMENT: Asheville Convention & Visitors Bureau

PAY STATUS: Non-exempt

PRIMARY FUNCTION:

Plans, coordinates and administers a variety of support and administrative functions for the group sales and services department. This position also provides supplemental administrative assistance as needed for key program areas within the Asheville Convention & Visitors Bureau (CVB). While there may be projects and tasks assigned that are not specifically addressed in this description, the assigned work will be administrative support in nature. Performance is measured through established goals.

JOB DESCRIPTION/RESPONSIBILITIES:

- Performs receptionist duties for the CVB and is responsible for routing phone calls to the appropriate departments and welcoming guests/industry partners that come by the CVB offices.
- Maintains and updates all files and records in the department's customer relationship management (CRM) database.
- Inputs data retrieved by external prospecting vendor in the CRM.
- Records monthly expenses incurred by the department in the CRM member/partner module.
- Coordinates logistics and provides clerical support for inbound motorcoach and international familiarization trips, client events, and bid books, sales trips and sales presentations/trade shows.
- Maintains/updates online content for the meeting, wedding and other group related pages on www.ExploreAsheville.com.
- Assists with emailing's using the department's email platform.
- Provides servicing assistance to inbound wedding, motorcoach and meetings groups booked directly through hotel partners (not sourced by the CVB).
- Performs routine administrative support and coverage for the CVB departments: phones, copying, office coverage, word processing, e-mails, etc.
- Processes and compiles statistical information for required reports and special projects specifically capturing AAA and monthly motorcoach numbers.
- Prospects potential meeting, convention and group contacts for follow up by sales managers (20 per month)
- Provides research assistance for specific projects that help staff make informed and accurate decisions.

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- Manages the department's time sheets.
- Processes routine matters independently, disposing of some personally and/or referring others to the appropriate personnel.
- Answer phones for CVB in conjunction with other coordinators and assistants.
- Performs other administrative functions as directed, including assisting in logistics of CVB wide events.

JOB KNOWLEDGE / SKILLS / ABILITIES:

- Event planning experience
- Professional and friendly demeanor
- Collaborative team player
- Organized and able to manage multiple projects and deadlines
- Excellent communicator with strong writing ability and proofreading skills
- Proficient with Microsoft Office and other related software, central phone system and basic office equipment
- Able to clearly follow oral and written instructions
- Effectively builds relationships with colleagues and industry partners
- Database proficiency

EXPERIENCE AND TRAINING:

Prior work experience of at least one year in an administrative position, which included keyboard and computer operations, would be preferred for this position. Previous event planning experience is preferred. This position requires proficiency with Microsoft Office applications, specifically Excel, Word and PowerPoint and some knowledge of mail merge is required. Six months in the position would be necessary to become proficient in most phases of the job.

EDUCATION OR EQUIVALENT:

Bachelor's degree in hospitality, tourism, or communications preferred with computer operations courses or an equivalent combination of education, related experience and training.

CONTACT WITH OTHERS:

Ongoing contacts include Chamber staff, CVB staff and leadership. Additional contacts include tourism industry partners, members of the Chamber and the public at large. All contacts are for the purpose of exchanging or providing information and require tact, courtesy and professional decorum.

CONFIDENTIAL DATA:

Has access to inter-departmental memos, database files and other Chamber-related information, all of which are considered confidential.

RESPONSIBILITY FOR ACCURACY:

Computer entries and correspondence must be accurate and well maintained. Attention to detail is imperative.

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MENTAL/VISUAL/PHYSICAL EFFORT:

The degree of concentration varies from slight to intense based on the work being performed. Position is subject to frequent interruptions, which require varied responses. While performing duties of this job, the incumbent is routinely required to be mobile, sit, reach with hands and arms, talk and hear. Subject to occasional lifting and carrying of supplies. This position requires visual acuity, manual dexterity and good eye/hand/foot coordination, and the ability to lift 35 pounds.

RESOURCEFULNESS & INITIATIVE:

Selected candidate must be able to follow well-defined policies and procedures. Initiative and resourcefulness are required to accurately complete job assignments in a timely fashion. Access to reliable transportation is required.

ENVIRONMENT:

Work performed in a modern office environment utilizing a cubicle format. A background check and drug testing is required as a condition of employment.

ADDITIONAL REQUIREMENTS:

- Personal vehicle and valid driver's license
- Occasional travel out-of-town
- Ability to lift 35 pounds