



## City of Irving Job Description

### CVB Convention Services Associate

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<b>FLSA Status:</b>	Non-Exempt	<b>Job Department:</b>	Irving Convention & Visitors Bureau (ICVB)
<b>Job Code:</b>	7905	<b>Reports To (Job Title):</b>	CVB Senior Convention Services Manager

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#### **PURPOSE**

To act as ambassadors for the ICVB and the City of Irving by providing varied convention and meeting services support for clients hosting conferences, meetings, seminars, sporting events, and expositions held at the Irving Convention Center (ICC), hotels, and other event facilities within Irving, or events that book Irving hotels as part of the Irving Convention and Visitors Bureau convention/meeting/event services program.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.\*

- Provide meeting and event assistance for groups, including registration assistance, room monitors, shuttle supervisors, assisting organizing meeting materials and supplies.
- Remaining on site at meetings, serving as a main resource to inform visitors of restaurant, entertainment and attraction options, historic locations, etc.

#### **OTHER DUTIES AND RESPONSIBILITIES**

- Work a flexible / non-standard schedule, as shifts may be weekdays or weekends, and may be early mornings, daytime, or evenings.
- Turn down no more than two (2) shifts per month that are offered, excluding pre-approved vacations and medical situations.
- May provide phone/front desk coverage as a backup to other positions as needed.
- Provide in-office support as needed.
- Perform related duties as assigned.

#### **SUPERVISORY RESPONSIBILITIES**

Supervisory responsibility is not a regular part of the position.

#### **FINANCIAL / BUDGETARY RESPONSIBILITY**

None.

## **QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required.\*

### **EDUCATION**

- High school diploma or equivalent.

### **EXPERIENCE**

- At least one (1) year of experience from positions in the hospitality or event industry and/or customer services industry dealing with the public.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Appropriate, valid, state-issued driver's license, or ability to obtain upon hire, may be required.

### **KNOWLEDGE OF**

- Irving area, and the Dallas/Fort Worth areas as a visitor destination, in order to represent the City of Irving and the Irving Convention and Visitors Bureau.
- Organizational Mission: An appreciation for the Convention & Visitors Bureau and City missions, goals, and objectives.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City, including the Microsoft Office suite and online time reporting.

### **SKILLS AND ABILITIES IN**

- Service Orientation: Actively looking for ways to help people, with strong effectiveness.
- Organizational Strategies: Tracking multiple variables by sorting, grouping, and calendaring.
- Computer/Technical: Safely operating diverse equipment, including a PC and/or printer, particularly when assisting with registration and providing in-office assistance, etc. along with various portable electronic devices (iPad, tablet, hand-held scanner, etc.).
- Self-Management: Working independently and with minimal or no supervision.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Teamwork: Working effectively while contributing to a team effort.

## **GUIDANCE RECEIVED**

### **On-going Instructions and Range of Procedures**

Follows a range of established procedures, work methods and direct instructions. Must determine which procedure or method applies to each task or assignment and has some flexibility about the sequence of work. Issues outside of specific instructions and procedures are referred to supervisor or more senior position.

## **CONTACTS**

Internally, this position interacts with ICVB, ICC and City staff, in person, via phone and email. Externally, this position engages with Irving clients, meeting planners, hotel and venue personnel and citizens.

## **EQUIPMENT AND PROPERTY**

This position will utilize shared computers, although there is not an “assigned” computer for each employee. Additionally, it may utilize a vehicle and/or other office machinery.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.\*

A complete range of movement/activity is required in the position including but not limited to: balancing, carrying, climbing, crawling, grasping/handling/feeling, kneeling, lifting (up to 25 lbs.), listening, pulling or pushing, reaching, running, seeing, sitting, standing for excessive periods of time, stooping, talking, walking, etc.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.\*

The typical work environment is environmentally-controlled, performed during the daytime, evenings and weekends. There are occasions when, in order to perform your job, you may have to work in a confining space, dirty environment, extreme temperatures or weather conditions, air contamination (strong odors, smoke, etc.), improper illumination, noise, etc.

\* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Note:** A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.