



City of Irving Job Description

CVB Convention Services Manager

FLSA Status:	EXEMPT	Job Department:	Irving Convention & Visitors Bureau (ICVB)
Job Code:	11641	Reports To (Job Title):	Asst Executive Director - Sales & Services

PURPOSE

To provide a wide range of services to the internal and external customers of the Irving Convention and Visitors Bureau, including: servicing all events at the Irving Convention Center, as well as events in Irving hotels, including all citywide and special events, and acting as back up to the CVB Senior Convention Services Manager; Further, this position coordinates and schedules Convention Services Clerks for servicing conventions, events and tradeshow and reports meeting history into industry databases, assigns sales leads to both the ICVB and CVB Sales Managers. By turning leads definite in the sales process, it works with hospitality industry partners and clients to deliver and ensure the highest levels of service standards.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Consult with customers of the Irving Convention Center about events at the Convention Center; Assist client in determining services needed for a successful event and provides those services.
- Coordinate delivery of services to customer with client and convention services personnel and individual customers.
- Design and create name badges, and signage for client event.
- Coordinate, schedule and train Convention Services Clerks in response to customer needs; Identify necessary skill sets to pair with the needs of our internal and external customers.
- Track Convention Services Clerks' hours of work and approve timesheets.
- Develop and implement processes for improved servicing for Convention Center clients.
- Maintain a proficient knowledge of the Sales CRM database and reporting system; Maintain accurate and current list of Irving Hoteliers in the Irving CVB CRM; Assign varying levels of access to Irving Hoteliers within the Irving CVB CRM.
- Assign CVENT leads to CVB and ICC Sales Managers; Turn CVB Sales leads Definite.
- Assist the maintenance and updating of Irving bookings in MINT and TexMet as policy warrants.
- Serve as back up to the CVB Senior Convention Services Manager.
- Represent the Irving Convention & Visitors Bureau at various customer and industry events and activities.
- Research and engage the hospitality industry market for prospects for ICVB member/partner involvement.

OTHER DUTIES AND RESPONSIBILITIES

- Complete required and job improvement courses offered by the City of Irving
- Perform other related duties as assigned.

SUPERVISORY RESPONSIBILITIES

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 22 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Responsible for convention services inventory and Convention Services Clerk hours, totaling Approximately \$50,000.00 annually.

QUALIFICATIONS:

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

EDUCATION

- Equivalent to an Associate's degree from an accredited college or university with major course work in a closely related field.

EXPERIENCE

- Five (5) years of related experience, preferably in a Convention and Visitors Bureau, Convention Hotel or Convention Center.

CERTIFICATES, LICENSES, REGISTRATIONS

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

KNOWLEDGE OF

- Database Development: Methods for creating and maintaining databases for large set data storage, retrieval, and analysis.
- Travel and Tourism Industry: Vocabulary, variables, cycles, processes, procedures, and information resources related to destination management for a municipality.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Sales and Marketing: Principals and methods involved in showing, promoting, and selling services and locations.
- Office Software: Current word processing, presentation, spreadsheet, database, and computer aided-drawing programs used by the CVB; particularly, the MS Office Suite.
- Industry Software: Sufficient familiarity with technology to use a variety of specialized industry software programs, such as Simple View and Content Relationship Management software.
- Customer Relationship Management (CRM) Systems: Purposes and principles, as well as protocol and procedures, to capitalize on system capabilities as well as to protect the integrity of the system.

- Graphic design fundamentals in creating name badges specific to client needs.
- Communications: Techniques and methods of communication, including alternative ways to inform and entertain via written, oral, and visual media.

SKILLS AND ABILITIES IN

- Basic Math: Adding, subtracting, multiplying, or dividing quickly.
- Time Management: Managing time wisely by identifying, setting, and meeting deadlines.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.
- Interactive Presentation: Effectively presenting information to groups and responding to questions.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work, including co-workers, industry partners, and customers.
- Organizational Acclimation: Developing an understanding of the various roles of the Conventions Visitors bureau, relative to both internal and external communities, and communicating the same.
- Organizational Strategies: Tracking multiple variables by sorting, grouping, and calendaring.
- Service Orientation: Actively looking for ways to help people.
- Teamwork: Actively participating and contributing to various teams.
- Self-Management: Working independently and without supervision.
- System Ability: Multi-tasking by working with multiple software packages simultaneously.

GUIDANCE RECEIVED

Accepted Methods and Procedures

Broad supervisory direction, seasoned knowledge, accepted methods and procedures, and stated policies guide completion of assignments and decisions made. Makes recommendations to superiors about moderately complex issues and procedural changes.

CONTACTS

Internally, this position interacts with ICVB and ICC staff, as well as, other city departments' staff, up to the Mayor and City Manager, via phone, written correspondence and in person. Externally, the position engages with citizens, corporations within Irving, as well as, visiting corporations who hold events in Irving. It works with other local CVB's and City personnel on our behalf.

EQUIPMENT AND PROPERTY

This position utilizes as computer, tablet, smartphone, scanner, printer, copier, office phone, office machinery, and/or a vehicle.

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, stooping, talking, walking, etc. Additionally, driving or riding in a vehicle, and flying in an airplane may be required.

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 an environmentally-controlled business office with weekday hours in the range of 7 a.m. to 7 p.m., with the potential for earlier mornings, later 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.