



City of Irving Job Description

CVB Visitor Services Coordinator

FLSA Status:	Non-Exempt	Job Department:	Irving Convention & Visitors Bureau (ICVB)
Job Code:	11802	Reports To (Job Title):	CVB Office Manager

PURPOSE

This position is responsible for telephone coverage for over 40 extensions from multiple local lines and several toll-free lines; Providing database entry and creating mailing lists for information requests and inquiries every day; And, greeting and assisting visitors and guests to the Irving CVB and Convention Center. Further, it trains staff to efficiently handle, process and transfer incoming calls, delivers mail and faxes, and provides back up administrative support as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Answer and direct calls for a combined staff of over 40 employees, which includes answering inquiries and conveying messages, answering questions and providing information to customers, clients and guests.
- Greet and assist visitors and guests coming into the office to provide information about Irving, other local points of interests and all current and future Irving Convention Center (ICC) events.
- Check in guests using the tablet-based guest registration system when appropriate.
- Maintain reception area; Order and update brochure materials.
- Write, type and process information into a computer; Prepare correspondence from the Info data base website to process requested inquiries with letters and requests to staff.
- Enter all visitor inquiry information into Simpleview system software program to create mailing labels and print outs.
- Address, stuff, post, sort, collect, stamp and distribute mail; Gather all collateral pieces to send out mail from inquiry reports.
- Tally and print out monthly inquiry reports.
- Distribute mail and packages; Record all incoming deliveries and deliver to appropriate person(s).
- Process outgoing mail.
- Coordinate conference/boardroom reservations and ensure space has appropriate set up and that hospitality items needed per event are available.
- Maintain information for events (ongoing and future) in ICC for attendance and exhibitor inquiries.
- Inventory, order and maintain office supplies and mailing supplies, which among other items includes name badges, information kits, brochures, copier paper, etc., and distribute upon arrival.
- Perform minor maintenance and repairs on office machines.
- Report concerns, inquiries or complaints to the appropriate ICVB or ICC staff for response and ensure information is relayed back to customer.
- Open and close ICVB/ICC office switchboard.
- Train part-time staff to accurately and professionally handle a wide range of customer questions, requests, and other interactions.

- Facilitate applications for ICC and EBS employment from walk-in applicants.
- Gather information from walk-in clients for meeting space inquiries and find appropriate staff member to meet with prospect.
- Report any suspicious activity to security.

OTHER DUTIES AND RESPONSIBILITIES

- Maintain conference/boardroom calendar; Print out daily schedules for the conference/boardroom.
- Update Résumé Book.
- Ensure postage and mail readiness for pick up by postal employee.
- Collect Postage Meter Readings every Friday.
- Assist and support other staff members with special projects as needed.
- Inventory and assemble Convention Services information packets as needed.
- Manage and maintain office supplies, postage machine supplies, kitchen supplies for both kitchens, and drinks for clients and guests in conference/boardroom.
- Check the package room for deliveries on the Loading dock.
- Report any electrical outages to Operations; Report all issues regarding restrooms to Housekeeping.
- Photocopy documents for clients as needed.
- Perform related duties as assigned.

SUPERVISORY RESPONSIBILITIES

Supervisory responsibility is not a regular part of the position.

FINANCIAL / BUDGETARY RESPONSIBILITY

Cost evaluation and comparison for ordering office and postage supplies of less than approximately \$10,000.

QUALIFICATIONS:

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

EDUCATION

- High School Diploma or GED required.
- Some College or Vocational training is *preferred*.

EXPERIENCE

- At least two (2) years of experience required, with at least one (1) year of Customer Service and database experience.

CERTIFICATES, LICENSES, REGISTRATIONS

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

KNOWLEDGE OF

- **Organizational Mission:** An appreciation for the Convention & Visitors Bureau and City missions, goals, and objectives.
- **Federal, State and Local laws, codes and regulations;** Postage / shipping rules, regulations and pricing for USPS, FedEx and UPS.
- **English Language:** The structure and content of the English language, including the meaning of words and grammar.
- **Reception & Office Methods:** Extensive reception technique, including basic hospitality, use of clear and concise speech with good grammar, patience, civility, and courtesy; also, maintaining basic knowledge to perform office functions, such as postage rates.
- **Customer Service:** Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- **Office Software:** Current word processing, presentation, spreadsheet, and database programs used by the City; particularly, the Microsoft Office Suite and Adobe Acrobat Reader.
- **Industry Software:** Sufficient familiarity with technology to use a variety of specialized industry software programs, such as Simple View and various database systems.

SKILLS AND ABILITIES IN

- **Written and Oral Expression:** Communicating information and ideas in writing, as well as through speech, so others will understand. This includes communicating clearly and concisely.
- **Information Gathering:** Knowing how to find information, as well as reading, interpreting, and identifying essential information.
- **Mechanical/Technical:** Safely operating diverse equipment, including computers, copiers, and postal equipment.
- **Time Management:** Managing time wisely by identifying, setting, and meeting deadlines.
- **Reporting:** Researching, analyzing, and compiling data and preparing concise documents.
- **Organizational Strategies:** Tracking multiple variables by sorting, grouping, and calendaring.
- **Prioritization:** Selecting, from multiple options, activities to achieve a goal.
- **Self-Management:** Working independently and with minimal supervision, which includes taking initiative when appropriate, as well as, following through and staying focused on tasks.

GUIDANCE RECEIVED

General Instructions and Established Precedent/Procedures

Follows general supervisory instructions, as well as policies and precedents open to judgment in some areas and more specific guidelines, policies and procedures in others. Based on knowledge of policies, precedents and procedures, may assist others with standard work methods and problems.

CONTACTS

Internally, this position interacts with the Administrative Support Team, ICVB Staff, SMG/ICC and other City of Irving Staff. Externally, this position engages with Visitors (via telephone and walk-in) for inquiries to Convention Center or local hotel meeting requests, visitor information for Toyota Music Factory and/or brochure requests; additionally, it communicates with: hoteliers – announcing their visit, answering questions; Visitors – provide tourist information for visiting Irving and Toyota Music Factory; and, clients – who are holding events at the Irving Convention Center via telephone, email and in person.

EQUIPMENT AND PROPERTY

This position regularly utilizes a 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.