



**GREATER BOSTON
CONVENTION & VISITORS BUREAU**

**JOB DESCRIPTION
CONVENTION SERVICES DEPARTMENT**

- Title of Position:** **Convention Services Manager**
- Reporting Relationship:** To the Director of Convention Services
- Basic Function:** Implement the provision of GBCVB Convention Services to visiting groups, meetings, conventions, and Bureau members. This position will have a focus on groups requiring a convention center.
- Responsibilities:** Provide Bureau services to fulfill the needs of conferences and conventions meeting in Boston. Services will include but are not limited to:
- Distributing Service Request through The Hub on BostonUSA.com
 - Identify potential groups eligible for CVB Housing
 - Conduct personalized and efficient site tours of Boston to assist the planner in gathering and evaluating data on hotels, meeting facilities, restaurants and other location appropriate for the organization's needs
 - Coordinate the CVB's complementary Concierge Desk at the Hynes and BCEC for qualified groups
 - Provide groups with publications (guide books and maps) and materials (photos, B-Roll, Boston text, DVD) and Social Media (Facebook, Twitter, Linked In) to assist with promoting their meeting in Boston. For qualified groups, travel to the group's meeting a year prior to Boston.
 - Work with city officials on personalized welcome letters and permits.
 - Provide information on advertising and marketing opportunities in the city.
- Carry out daily/weekly Convention Services Tasks:
- Attend weekly and monthly GBCVB membership activities.
 - Maintain current account information for convention service activity in the CRM, Simpleview
 - Conduct post meeting follow up with groups including Post Convention Reports, final pick up information, and MINT reporting
 - Achieve monthly, quarterly and annual goals as outlined and assigned by the Director of Convention Services
 - Work closely with the GBCVB Sales Team, the Boston Convention and Marketing Center(CMC)Sales Team and Event Managers with the Massachusetts Convention Center Authority to ensure a cohesive message from the Boston hospitality community
 - Night time, early mornings and weekend work required
 - Some travel required
 - All other tasks as assigned by the director.
- Prerequisites:** College graduate. 3-5 years in the Hospitality Industry and experience in dealing with the public required. Excellent aptitude for professionalism, organization, Responsiveness and follow-up. Computer knowledge, typing, written and verbal communications skills required. Good working knowledge of Boston is an asset and a passion for hospitality is a must.

If interested, please forward resumes to Lisa Deveney, ldeveney@bostonusa.com

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