

Experience **BRYAN COLLEGE STATION**

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Job Description

Position: Sales & Servicing Coordinator Exempt Non-Exempt
Reports to: Director of Servicing & Events / Convention Business Development
Salary: Commensurate with experience

POSITION SUMMARY:

The Sales & Servicing Coordinator of Experience Bryan College Station strives to create the highest economic impact by attracting and servicing visitors to the community of Bryan College Station through group meetings, conventions, exhibitions, and trade shows.

MAJOR JOB RESPONSIBILITIES:

1. **Oversee servicing of groups** that have 40 room nights or less or are assist only groups that are hosting meetings or weddings in Bryan College Station. Provide information, assistance and services to community events/partners such as Texas Reds Festival, World Fest, Museum Group, Theatre Group, etc.
2. **Oversee the sales of groups** that have 40 room nights or less that are hosting meetings or weddings in Bryan College Station. Assist the groups in securing room blocks and signing contracts with hoteliers.
3. **Coordinate attraction visits** throughout the year to maintain open lines of communication and stay up to date on new attractions in the community.
4. **Maintain complete directories** of hotels, restaurants, attractions, meeting venues, caterers, entertainers, speakers and other support groups or organizations serving the local hospitality industry.
5. **Work with the sales team** to research and prospect any potential clients that would hold an event or meeting in Bryan College Station.
6. **Work with the sales team** on following up after tradeshow to insure clients and potential clients are contacted and recorded in Simpleview. Find creative ways for follow up.
7. **Follow up with groups** by sending surveys following events.
8. **Provide customer service** to all customers of Experience Bryan College Station, including visitors, meeting planners, tour operators, vendors (hoteliers, attractions etc.), civic officials and other business partners through all sales and marketing functions.
9. **Maintain constant supply & inventory** of sales materials, including but not limited to, promotional items, sales kits, brochures, etc. and monitor usage.

10. **Create and promote attraction packages** to be given out to groups with discounts to various attractions – i.e. family activities, theater, museum, festivals, etc.
11. **Assist with the planning of Meeting Planners Showcase & other community events**, such as Hospitality events during the month of May, Experience Bryan College Station Open House, etc.
12. **Assist with the planning & execution of site visits & FAM Trips** with the conventions sales team. Including any Football Site Visits that are planned during the fall.
13. **Work with all bus tours** that come to Bryan College Station. Create itineraries for groups, be available to meet the groups and welcome them to Bryan College Station and put together welcome packets as necessary.
14. **Responsible for any bulk mailings & visitor guide requests** that need to be fulfilled and mailed out.

OTHER RESPONSIBILITIES:

- Assist with the Hot Grant as needed.
- Develop goals for servicing with the guidance of the Director of Servicing & Events.
- Developing action plans and strategies to deliver on objectives.
- Participate in appropriate professional associations and attend community events when requested.
- Undertake other appropriate projects, in line with Experience Bryan College Station's mission.

BACKGROUND AND EXPERIENCE:

- High School Diploma and offsetting experience; Bachelor's Degree preferred
- 2-4 years of experience in a hospitality, sales, servicing or related field
- Proven leadership capabilities
- Excellent verbal and written communication skills
- Computer competencies must include: Microsoft Office (Word, Excel, PowerPoint, Outlook, Publisher), CRM experience preferred.

COMPETENCIES, SKILLS AND OTHER REQUIREMENTS

Management and organizational skills

Ability to multi-task

Able to work on a deadline both short and long term

Willingness to learn new skills and adapt to marketing trends

Ability to be creative, proactive and outgoing

Must be able to work with a team or independently

Vision and strategic thinking

Interpersonal skills

Speaking and presentation skills

Please submit resumes to:

Kindra R. Fry
Interim Director
Experience Bryan College Station
614 Holleman Drive East, Suite 1100
College Station, TX 77840

Or you can submit by email to:

Kindra@ExperienceBCS.com