

**FORT WORTH CONVENTION & VISITORS BUREAU
CONVENTION SALES ASSISTANT**

JOB DESCRIPTION

JOB TITLE: Convention Sales Assistant

DEPARTMENT: *MEETING SALES*

POSITION REPORTS TO: Vice President of Meeting Sales; Assistant VP of Meeting Sales; and assigned Sales Managers

EXEMPT OR NON-EXEMPT: Non-Exempt

SUMMARY OF BASIC FUNCTIONS: Performs administrative and office support activities for multiple sales managers and other staff as necessary. Duties may include fielding telephone calls, receiving and directing visitors, word processing, filing, and faxing. Extensive software skills are required, as well as Internet research abilities and strong communication skills.

REPRESENTATIVE DUTIES AND RESPONSIBILITIES:

- Create new account/lead files as requested by Sales Managers, following proper procedure.
- Maintain sales account files and distribute sales leads and correspondence to hotels.
- Prepare and complete special projects and assigned responsibilities with accurate work and meeting deadlines.
- Utilize appropriate format for correspondence, to include letters, memos, reports, emails and other documents.
- Receive and distribute messages, client requests, and information for sales personnel, in a professional manner.
- Maintain a professional dialogue, with Fort Worth partners, to include becoming a liaison for hotel sales personnel to ask questions and request information with regards to leads, best practices, and use of database (Simpleview).
- Perform duties requested by the Vice President of Meeting Sales, Assistant VP of Meeting Sales and Sales Managers to include, but not limited to, copies, faxing, scanning, event follow-up, information retrieval, and other assistance needed.
- Maintain organized work area.
- Maintain effective communication with management, directors, sales people, and all other personnel, performing requested duties with courteous and knowledgeable assistance.
- Perform any related duties as may be assigned by the Vice President of Meeting Sales, Assistant VP of Meeting Sales and/or Sales Managers.
- Pre and post trade show preparation (includes packing and shipment of collateral, tradeshow exhibit booth; registration of managers, and hotel reservations; post trade show follow up).
- Assist with coordination of client site tours and itineraries.
- Create Bid Books/Hotel Grids to deliver to clients (electronically or mailed).
- Assist in keeping track of sales amenities inventory.
- Prepares and processes necessary invoices, check requests, and travel expenses reports on a need basis.

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POSITION QUALIFICATIONS:

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| Education - | Minimum requirement of high school diploma or its equivalent. |
| Experience - | Three (3) years of word processing and administrative duties with demonstrated increase in responsibility and success. Must have at least (1) year experience with a hotel or another convention & visitors bureau. |
| Special Skills - | Ability to operate computer with current Microsoft Office software; typing at 80 words per minute from clear copy; some mathematical calculations with calculator; excellent phone and customer service skills; Multi-tasking abilities in a fast-paced environment; Project and time management skills |

WORKING CONDITIONS:

The position of Convention Sales Assistant requires the ability to operate standard business equipment, such as computer terminals, calculators, and phone systems, while working within a database of information that is used on a frequent basis. The ability to make arithmetic calculations quickly and accurately; type 80 words per minute from clear copy, knowledge of modern office practices, procedures and equipment is also required. Correct English usage, grammar, spelling, punctuation, vocabulary as well as oral and written communication skills are required. A knowledge and use of telephone techniques, etiquette, and knowledge of hospitality sales operations is required. The ability to work independently with little direction; establish and maintain effective cooperative working relationships with tact, patience and courtesy is required. The ability to analyze situations accurately and adopt an effective course of action, meet schedules and deadlines, plan and organize work, provide direction to others, work confidentially with discretion, and communicate effectively both orally and in writing is required.

The work conditions involve regular work hours, indoor work, subject to many interruptions, routine, varying, unpredictable situations, multiple projects and priorities. Effective communication with all internal and external parties via phone and email is required. There are no job travel requirements.

RESPONSIBILITY FOR THE WORK OF OTHERS:

None

PHYSICAL DEMANDS:

- Sitting - Constant
- Standing - Occasional
- Walking - Occasional
- Lifting - Occasional (medium, 20-30 lbs.)
- Carrying - Occasional (medium, 20-30 lbs.)
- Pushing - Occasional (medium, 20-30 lbs.)
- Pulling - Occasional (medium, 20-30 lbs.)
- Reaching - Frequent
- Handling - Frequent
- Kneeling - Rare
- Stooping - Rare
- Crouching - Rare
- Bending - Occasional