



Job Description – Visitor Services & Sales Coordinator
Iowa City/Coralville Area Convention & Visitors Bureau
Reports To: Director of Sales

Overview:

This is a dual position for visitor services assistant and sales coordinator. Provide accurate and helpful information about the Iowa City area to visitors. Assist with directions and way-finding for walk-in visitors. Provide administrative support for Think Iowa City sales team in a number of ways including assembling bid packets, keeping up-to-date and accurate information in Customer Relationship Management (CRM) system, and other special projects. This is a part-time position with hours of 8am-5pm Tuesdays and Thursdays and an additional 8 hours per week (flexible scheduling).

Essential Duties and Responsibilities:

Visitor Services

- Provide courteous and accurate information to walk-in, email, and phone inquiries. Be timely in doing so: respond to email requests with a short message and greet walk-ins as they come in. Track these interactions in CRM
- Work with Director of First Impressions to maintain all brochure racks with appropriate brochures. Replenish stock as necessary
- Keep Calendar of Events up to date
- Volunteer for events as needed and as schedule permits

Sales Coordinator

- Assist Director of Sales and Manager of Sports Development with sourcing and qualifying potential groups that would be a good fit for the Iowa City Area
- Review paper files and accounts in CRM for potential re-solicitation
- Assist with assembling bid packets and presentations as needed
- Assist with coordination of Familiarization tours, out-of-town sales blitzes, and other events of the like
- Consistently work to update CRM and ensure reliability of data. Assist with monitoring integrity of data
- Assist with necessary preparations for tradeshow
- Follow up with all planners working with CVB at the conclusion of their event to thank them and gather feedback
- Work on special projects as directed by Director of Sales and Manager of Sports Development
- Ensure all content on DMO website and other websites related to meetings or sports sales is up-to-date, accurate, and relevant at all times
- Perform other support duties as requested by the Director of Sales

Education and/or Experience:

- Able to work 24 hours per week. Tuesdays and Thursdays 8am-5pm as well as an additional 8 hours per week during business hours
- Must be a self-starter and able to work independently.
- Excellent verbal & communication skills.
- Familiar with business email/web etiquette.

- Proficient computer skills including use of Microsoft Word, Excel, and Outlook. Willingness to learn new Customer Relationship Management system
- Extensive knowledge of local and surrounding area.
- Must possess valid driver's license for operating company vehicle.
- Able to perform light lifting of up to 40 lbs.

Visitor Services & Sales Coordinator

Date

Director of Sales

Date

President

Date