

**SCHEDULE "A"**  
**TOURISM VANCOUVER**  
**METRO VANCOUVER CONVENTION AND VISITORS BUREAU**

**POSITION DESCRIPTION**

**IDENTIFICATION**

Position Title: Assistant, Convention Services

Division: Meetings and Conventions

Reporting to: Manager, Convention Services

Date Prepared: November 2017

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**POSITION SUMMARY**

The Convention Services Department's overall goal is to ensure the success of confirmed meetings and conventions to Vancouver. This is achieved by providing exceptional customer service. Objectives include; increase attendance, increase length of stay and increase spend. Convention Services Key Performance Indicators (KPIs) include; service requests to members, positive testimonials and re-book potential room nights. The Convention Services team works closely with meeting organizer clients and with Tourism Vancouver members to achieve these goals and objectives.

The Assistant, Convention Services is a support/administrative role for the Convention Services Department and will provide assistance in all areas for the team. Responsibilities include internal and external reporting, database management, administrative support and project assistance related to Sales and Convention Servicing. Tourism Vancouver prides itself on consistent levels of exceptional service. The Conventions Services role is vital to achieving this standard of award winning excellence.

**POSITION RESPONSIBILITIES**

**Client Relations**

- Communicate with clients via email, telephone and/or in person, providing client follow up in a timely, proactive and accurate manner.
- Educate clients on Tourism Vancouver member products and services.
- Provide clients information on customs and immigration, Canadian Border Services Agency, Canadian Temporary Resident VISAS, Work permits and GST rebates related to the client's Vancouver conference.
- Update client information into Tourism Vancouver's Customer Relations Management (CRM) system. Detailed knowledge and use of the CRM will be required.
- Provide administrative support to Convention Services Managers with client follow up.

**Administration/Logistics/Operations with Client Site Inspections/Familiarization Visits**

- Assist in preparing full client site itineraries with hotels, off-site venues and all other Tourism Vancouver members.
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- Prepare and deliver client welcome amenities.

### **Marketing & Social Media**

- Provide support in organizing the Tourism Vancouver Delegate Desk during client conventions in Vancouver including promoting and selling member products and services.
- Assist clients with event details and logistics including signage, marketing collateral requests, social media and venue approvals.

### **WORKING CONDITIONS**

This is fixed one-year term of employment, 5 days a week Monday to Friday.

### **QUALIFICATIONS**

- Ideally a minimum two years of administrative experience in a marketing organization or tourism related business, meetings and conventions market experience is an asset
- Strong ability to meet deadlines and prioritize multiple tasks in a fast paced, ever changing environment supporting multiple managers; meticulous attention to detail and logistics are a must
- Strong ability to be proactive including anticipating internal colleague and external client needs
- Demonstrated strong organizational, time-management and project management skills
- Excellent verbal and written communication skills
- Proven ability to work independently and as part of a team; ability to take direction from multiple managers
- Demonstrated experience and commitment to customer service excellence
- Professional with a positive attitude at all times
- Knowledge of the Metro Vancouver tourism community – must be passionate about Vancouver as an international destination
- Strong working knowledge of Microsoft office applications, CRM technologies as well as a strong willingness to learn and adapt to new technology
- Social media skills for business use
- Post-secondary education in tourism, business, marketing or related discipline and/or equivalent experience