

**Manhattan Area Chamber of Commerce**  
**CVB SERVICE COORDINATOR**  
**Job Description**

Division: Convention & Visitors Bureau

Supervisor: VP, Director of CVB

**Summary**

Provides services and administrative support to the CVB Division and back-up reception duties. Responsible for providing hospitality and informational services to visitors and potential visitors to the area.

<u>Performance Measures</u>	<u>Weighted Importance</u>
Administrative Support	45
Hospitality and Informational Services	45
Leadership	10

**Administrative Support (45)**

- \* Provides support to the Director and Sales Managers
- \* Assists in maintaining accurate client records in CVB database
- \* Attends CVB Steering Committee meetings, prepares and distributes minutes
- \* Maintains CVB meeting calendars and notifies members of meetings
- \* Provides back-up assistance to front office staff in answering phone and assisting visitors
- \* Maintains up-to-date volunteer database for special events
- \* Utilizes Chamber membership database for assigned functions
- \* Maintains the front office with current brochures

**Hospitality and Informational Services (45)**

- \* Coordinates convention and reunion service needs including assembling packets, setting displays and cell phone charging station, preparing name badges, on-site registration assistance, recruiting volunteers
- \* Responds to all leisure tourism inquiries and enters data in database within one week of inquiry
- \* Maintains database and sends bulk brochure distribution to information outlets
- \* Sends inquiry requests weekly and bulk inquiry request monthly
- \* Distributes CVB publications to designated tourism information outlets and hotels on a weekly basis.
- \* Recruits, coordinates, and assist volunteers for events
- \* Maintains all hotels, Manhattan Town Center mall cart and Flint Hills Discovery Center with current brochures
- \* Enters distribution of delivered brochures into database
- \* Compiles Calendar of Events data, print brochures and maintains Calendar of Events on CVB website and monthly newsletter
- \* Maintains inventory of promotional items and consults Director for re-ordering
- \* Coordinates and supervises RSVP volunteers
- \* Coordinates Little Apple® Corps volunteer schedules, organizes monthly meetings, provides tour and registration training.
- \* Assists with updates and production of Visitors Guide, Meeting Planner Guide and other CVB publications
- \* Assists with various responsibilities during special events.
- \* Distributes and mails monthly newsletter, maintains accurate newsletter database
- \* Stays informed and aware of local events and activities
- \* Responsible for airport kiosk database updates

## **Leadership (10)**

- \* Participates in department meetings
- \* Meets deadlines and follows through on assignments and commitments
- \* Good personal relations with others - cooperative, positive attitude, works well with employees and public, respected
- \* Good role model - trustworthy, dependable, professional appearance and mannerisms
- \* Logical thinker, makes common sense decisions independently
- \* Establishes and executes an individual development plan
- \* Seeks and participates in professional development opportunities
- \* Works daily to promote the mission of the CVB/Chamber and its organization goals
- \* Actively supports and participates in CVB/Chamber events and programs

### **Preferred Requirements**

- \* High school diploma required, some college preferred
- \* Experience in hospitality and/or customer service industry
- \* Able to handle multiple tasks in a fast-paced environment
- \* Able to deal effectively with customers
- \* Professional appearance
- \* Knowledge of the community
- \* Ability to operate effectively in a fast moving, interdependent team environment
- \* Strong communications skills, both written and oral
- \* Mature approach in handling business professionals
- \* Experience with PC's and Microsoft Office products, ability to quickly learn industry related software
- \* Willing and able to work evenings, weekends and holidays based on client and office demands
- \* Valid Kansas drivers license and access to personal transportation
- \* Ability to lift and carry 25 lbs.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight (25 lbs.); to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.