



Wisconsin Dells Visitor & Convention Bureau Job Description

Job Title: Sales & Services Coordinator

Department: Sales & Services

Reports To: Director of Sales

FLSA Status: Non-exempt

Last Updated By: Tifani Jones

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Last Reviewed Date: November 18, 2016

Consultant Review Date:

Summary The Sales & Services Coordinator provides administrative support to the Sales & Services department.

M&C, Group, & Sports Sales Responsibilities (45%)

- Coordinate the duties of the convention service effort including but not limited to, mailings, welcome bags, name badges and scheduling of on-site information booths. Works directly with the visitor services team to complete convention service orders.
- Provide client with member referrals and where no member exists, provide client with non-member referrals.
- Serve as the first point of contact for client inquiries in the meeting & convention, group, and sports markets.
- When no lead will be issued, assist clients in the following segments: family reunions, birthdays, girl's getaways, guy's getaways, and day trips.

Membership Responsibilities (45%)

- Data management for membership information including contract entry, new member set up, and verifying information.
- Coordinate membership surveys as directed.
- Assist with the coordination of member events and trainings.
- Monitor member's websites and social media for changes in member offerings. Informs Membership & Community Relations Manager as appropriate.
- Answer inquiries from existing members regarding membership benefits.
- Proactively find ways for members to maximize membership benefits.
- Provide administrative support to the Membership & Community Relations Manager as needed.

Visitor Services Responsibilities (5%)

- Provide administrative support to Visitor Services Manager as directed.

Administration & General (5%)

- Maintain a well-informed, working knowledge of area facilities, amenities, attractions and services.
- Other duties as assigned.
- Attend member related events and actively participate in WDVCB, Wisconsin Dells Festivals and other related company sponsored events as requested.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Organizational Competencies

To perform the job successfully, an individual should demonstrate the following competencies.

It is expected that WDVCB employees are:

Dependable

Diligent:	Completes all tasks of a job in a timely and accurate fashion. Does what they say they will do with no excuses. Does not need reminders. Works to completion regardless of hours necessary.
Ethical:	Performs all work with the highest level of integrity, inspires trust. Does the right thing, especially when no one is looking. Maintains confidentiality.
Plans Well:	Plans and prioritizes appropriately. Plans for needed resources. Completes all coaching plan actions.
Efficient	Uses both time and resources without waste.
Attendance	Plans absences in advance and with notice.
Punctual	Is on time for work, meetings and appointments.
Plays by the Rules	Follows the rules, policies and guidelines of the WDVCB.

Respectful

Adaptable:	Adapts to change easily and with little resistance.
Communication:	Communicates clearly, genuinely and in the most efficient manner.
Coworker Champion:	Compliments the achievement of others and recognizes and celebrates extra effort.
Open:	Listens to others opinions and ideas and respectfully disagrees when theirs differ.
Team Player:	Offers assistance wherever and whenever needed and shows gratitude for assistance.
Courteous:	Is courteous and professional to all visitors and coworkers, doesn't pre-judge and never speaks negatively about them.
Time Management:	Is mindful of others workloads and schedules.

Positive

Work Face:	Professional in all communication and "checks life at the door". Exhibits genuine enthusiasm and enjoys their work.
Problem Solving:	Looks for solutions and offers suggestions instead of complaining.
Upbeat	Looks for the good in everything – their energy brings others around them up. Avoids dramatic and negative people.
Leadership:	Portrays traits and behaviors that others want to emulate.

Walks the Talk: Consistently displays positive, “glass half full” attitude – doesn’t just say “I’m positive!”

Coachable

Growth: Wants to improve, knows they have more to learn and room to grow.
Team Player: Appreciates others opinions and wants to learn from them.
Reflects: Looks in the mirror – reflects on their thoughts and actions as contributing factors and not that of others.
Change: Applies coaching and feedback to prevent issue/error reoccurrence.
Acceptance: Accepts and learns from constructive criticism.

Qualifications - To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associate's degree or technical certification; or two years related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have knowledge of Spreadsheet and Word Processing software. Contact management software knowledge desirable.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to type, and talk or hear. The employee is occasionally required to stand and walk.

Lifting and carrying of materials no more than 40 lbs. may be required.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.