



JOB TITLE: Destination Experience Manager

SALARY RANGE: \$55,000.00 - \$62,000.00 Annually

OPENING DATE: November 9, 2021

CLOSING DATE: December 10, 2021

WORK HOURS: 8:30 AM – 5:30 PM Primarily (Minimum forty (40) hours per week with flexible arrangements, mostly telework for the next 12 months)

JOB SUMMARY:

Under general supervisor, serves as the liaison between meeting professionals, Visit San Antonio and partners. Consults and analyzes planner's service needs in order to determine business opportunities for partners. Promotes attendance and coordinates marketing needs. Creates opportunities for housing (Orchid.Events).

ESSENTIAL JOB FUNCTIONS:

- Services designated groups/accounts as assigned by director. Maintain knowledge and status of each group's needs, commitments, housing requirements, temporary event staffing needs, information desk and follow-up through entire event to include weekend and evenings, if necessary. Attend and or facilitate pre-con and post-con meetings.
- Maintain total account management of meeting/groups including consistent implementation of the system and all required documentation required by the position. Enter all notes with specific details of activities and associated documents.
- Compile and complete post-convention reports in a timely manner
- Work with housing department/third-party and maintain knowledge of housing status
- Assist destination experience coordinator with small group service needs to include call in and walk-ins, to be split between director, managers, and coordinators
- Coordinate and conduct site visits for assigned groups and assists division with site visits as needed
- Continual communication between director and sales managers as to the status of each account
- Excellent communication with VISIT SAN ANTONIO, Henry B. González Convention Center and RKCulinary Group is mandatory to ensure proper convention support is provided
- Deliver destination experience presentations to groups, both local and national, including welcome presentations to groups on an as needed basis
- Maintain knowledge of temporary event staffing needs and coordinate same with VISIT SAN ANTONIO staff
- Maintain knowledge of present and future event venues, hotels, City of San Antonio and the Henry B. González Convention Center
- Maintain knowledge of all promotional materials available to groups
- Assist director with special projects and service programs as needed
- Maintain good relationship with partner companies and familiarize himself/herself with services available. Maintain a good referral system.
- Attend promotional trips for assigned groups as determined by Director of Destination Experience
- Assist with partner orientations and seminar presentations as necessary

- Performs other projects as assigned.
- Perform all basic clerical tasks as needed.

JOB REQUIREMENTS:

- Bachelor's Degree from an accredited college or university. Earned certification(s) in hospitality industry or working to obtain certification.
- Minimum five (5) year's event service experience.
- Accomplished in planning organizational events both small and large scale. Prior experience in a membership based organization, hotel, tourism and/or hospitality industry is a plus.
- Valid Class 'C' Texas Driver's License

APPLICANT INFORMATION:

- If selected for this position, official transcripts, diplomas, certifications and licenses must be submitted at the time of processing. Unofficial transcripts and copies of other relevant documents may be attached to the application for consideration in advance.
- Please be advised that if selected for this position, information regarding employment history as it relates to the qualifications of this position will be needed for employment verification. Applicants claiming military service to meet the experience requirement for this position may attach a DD214 to the application.
- Applicants selected for employment with Visit San Antonio in this position must receive satisfactory results from pre-employment drug testing and background checks. If required for the position, a physical, motor vehicle record evaluation, and additional background checks may be conducted.

KNOWLEDGE SKILLS AND ABILITIES:

- Functional knowledge and experience in areas of customer service; customer relationship building internally and externally
- Proof reading and grammar skills
- Solid knowledge of San Antonio and ability to confidently promote the city is required
- Persuasive negotiation skills. Ability to work collaboratively.
- Strong interpersonal skills, maturity, good judgment and be capable of communicating in a professional manner with a diverse range of individuals; maintain professional presence
- Highly-motivated, self-starter
- Proven problem analysis and resolution skills; exceptional analytical skills
- Ability to prioritize and manage multiple responsibilities simultaneously
- Efficient and proven organizational skills - detail oriented
- Proficient technology application skills, Advanced MS Office (Word, Excel & PowerPoint), MS Outlook, Internet Explorer & Client Management software. Adobe Illustrator is a plus
- Reliable, dependable, flexible and responsive; ability to work outside of normal work schedule as needed/directed
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure documents. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or partners
- Ability to travel locally and domestically.

PHYSICAL REQUIREMENTS:

Includes occasional lifting, carrying of 25 pounds; visual acuity, speech and hearing; hand and eye coordination and manual dexterity necessary to operate a computer keyboard and basic office equipment. Subject to sitting, standing, reaching walking, twisting and kneeling to perform the essential functions. Working conditions are primarily inside an office environment but may require evening and/or weekend activities with some traveling required. The employee is required to stand and walk for long periods of time.

To apply for this position, please send your application, EEO questionnaire, resume, and cover letter to jobs@visitsanantonio.com.

Job post: <http://partners.visitsanantonio.com/english/jobs>