

City of Santa Fe, New Mexico

P.O. Box 909, 200 Lincoln Ave
(505) 955-6597 Fax (505) 955-6810

www.santafenm.gov



POSITION TITLE Convention Services Manager (2009)
DEPARTMENT Tourism
PERIOD TO APPLY: 3/16/2018-4/16/2018
SUPERVISOR: Director of Sales

SALARY RANGE: \$21.436-38.553 (L)
FLSA/UNION STATUS: Exempt/Nonunion
POSITION STATUS: Exempt/Full-Time
LOCATION: CVB

GENERAL DESCRIPTION

The Convention Services Manager is responsible for organizing, coordinating and directing all operations, programs and personnel required for servicing conventions and trade shows; and, works with meeting planners to determine servicing requirements and other support needed by the organization and attendees. May be assigned to manage sales with hotel room blocks and/or sales without hotel room blocks.

SUPERVISION RECEIVED

Works under the general supervision of the Director of Sales

SUPERVISION EXERCISED

None

NATURE OF WORK

ESSENTIAL FUNCTIONS: *The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.*

ESSENTIAL FUNCTION FOR MANAGING SALES WITH HOTEL ROOM BLOCKS

Establishes contact with convention and meeting planners (customers) who are contracted to bring groups into the Center. Develops service promotion package to be sent to meeting planners of forthcoming conventions. Maintains routine written, telephone and personal contact with clients; oversees maintenance of all client files.

Acts as liaison between meeting planner and service members; offers suggestions and assistance in planning entertainment, tours, shopping, spouse and children's programs and other attractions; solicits, collects and files information for speaker/entertainment files. Keeps a current table of contents for these files for quick reference.

Works with convention groups to help promote their meetings. Sends information about upcoming meetings, conventions and events to local newspaper and visitor's center; works with the communications department by forwarding suggested news releases received from planners.

Oversees preparation of event materials.

Oversees execution of event orders and coordinates with outside vendors.

Provides project status updates.

Develops, reviews and updates policies and procedures with supervisor.

Visits each convention/meeting while it is taking place; serves as Manager on Duty (MOD) at the convention center either on an assigned or rotating schedule.

Attends, organizes and conducts pre- and post-event meetings with meeting planner and appropriate vendors; provides post-event evaluations to determine the success of the meeting/trade show/convention and shares results with all members.

Coordinates implementation of all complimentary services offered by the Bureau.

Determines appropriate responses to problems and emergencies.

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Maintains services department report including monthly attendance/revenue reports.

Maintains, updates and prints directory of convention services with transportation, local attractions, entertainment, sightseeing tours, social functions, outdoor activities, information, etc.

Maintains inventory of literature and service collateral such as convention services sheets, facility guides and meeting planners checklist.

Retrieves Meeting Industry Network Track (MINT) reports and queries when requested; also updates post-convention reports for MINT.

ESSENTIAL FUNCTION FOR MANAGING SALES WITHOUT HOTEL ROOM BLOCKS

Aggressively markets the Santa Fe Community Convention Center (SFCCC) to local businesses and individuals. Creates sales leads and follows-up with potential clients to secure bookings for the Center.

Within a limited budget, develops creative plans for advertising and marketing the facility to targeted groups.

Ensures that all procedures are followed in booking space, preparing worksheets on proposed costs, completing Facility Use Agreements, invoicing clients, working with various providers and other city entities involved with a particular event and insuring that the client complies timely with SFCCC requirements.

Ensures that the Operations Section is well informed of initial set-up requirements and that changes of any nature are communicated regularly and in a timely manner.

Prepares a monthly forecast of revenue and other reports and charts related to SFCCC usage and results of marketing efforts. Prepares correspondence related to events being held and SFCCC.

Ensures that all files, records, and contractual items are complied with as per Federal, State, and City Codes as well as internal procedures of the SFCCC.

Ensures that all booking files are organized according to set standards.

Establishes good working relationships with CVB staff regarding their sales and marketing efforts to book space at the Center.

Provides accurate information to potential clients interested in booking Sweeney Center for functions.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

Bachelor's Degree in Marketing, Business, Public Relations or related field; and two (2) years of experience in the hospitality and/or customer service industries at a hotel, convention and/or conference center and/or food service such as a restaurant, catering, conference services and sales; or High School diploma and six (6) years of experience in the hospitality and/or customer service industries at a hotel, convention and/or conference center and/or food service such as a restaurant, catering, conference services and sales. Meeting and/or event planning experience desirable.

ADDITIONAL REQUIREMENTS

Must possess a valid driver's license and obtain a City of Santa Fe driving permit within three (3) months of hire.

KNOWLEDGE, SKILLS, AND ABILITIES

Considerable knowledge of hospitality industry and convention/conference center operations; computer applications, operations and peripheral equipment; spelling, grammar and punctuation; basic arithmetic; filing, record-keeping, and standard office practice.

Considerable skill in effective communication, both orally and in writing; developing and maintaining interpersonal relationships and customer service; prioritizing, organizing and handling multiple projects at one time.

Ability to plan and review the work of others; present information clearly and concisely; establish and maintain effective working relationships with associates and the public; and professionally conduct 'pre and post conference meetings with the clients, identified providers, SFCCC and other City Staff.

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Physical Demands/Work Environment

Work is performed in a typical office setting with typical climate controls. Tasks require a variety of physical activities such as walking, standing, stooping, sitting, reaching, not generally involving muscular strain. Job functions normally require talking, hearing and seeing. Common eye, hand, finger dexterity required for most essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking and creative problem solving. Periodic travel and attendance at evening and weekend events is required. Requires the ability to lift up to 40 pounds. Offsite travel required. Irregular and/or extended hours, including weekends, may be required.

ADA/EEO Compliance

The City of Santa Fe is an Equal Opportunity Employer. In compliance with the American's with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

VETERAN'S HIRING INITIATIVE

Pursuant to City of Santa Fe Resolution No. 2013-079, the City of Santa Fe Human Resources Department (HRD) has implemented a Veterans' Hiring Initiative policy in order to provide opportunities for veterans who meet or exceed the minimum qualifications for city employment to obtain City employment. The Governing Body does not guarantee that a veteran shall be hired for the position being applied for, only that the veteran will be given an interview; and, it does not intend to supersede or modify any collective bargaining agreement that is currently in place with the City of Santa Fe.

Job applicants who are veterans who have an honorable discharge from the military or are members of the National Guard or Reserve who have successfully completed basic training, must use the Veteran Certification Form to identify themselves and then must attach a copy of their DD214 or DD215 and/or their proof of current Active, Guard or Reserve enlistment in order to certify their status.