

HoustonfirstSM

Job Posting

Job Title:	Tourism Special Project Manager
Department:	Tourism
Reports To:	Director of Strategic Tourism Initiatives
Location:	Partnership Tower
Hours:	Monday through Friday, 7:00 a.m. – 4:00 p.m., some evenings and weekends
FLSA Status:	Exempt

Summary: The Tourism Special Project Manager will manage and support initiatives related to providing visitors to Houston an exceptional quality of experience. Support of this goal will include the training of Houston area hospitality staff to become ambassadors for the city as well as supporting the development and management of visitor information services ranging from fulfillment of Official Visitors Guides to Visitor Information Centers.

Essential Duties and Responsibilities: (individual duties, assignments and responsibilities required of the position)

- Serve as the point person for day to day operations of Visitor Information Center(s) including staff scheduling, training, tracking and optimizing guest experience.
- Develop and maintain operational fulfillment process for consumer requests through channels including, but not limited to: advertising, web and phone inquiry, and consumer trade show participation.
- Ensure Visitor Information Center(s) are fully stocked with up to date, relevant collateral material at all times, including an understanding of new and changing needs based on location and customer base.
- Support development and execution of ongoing hospitality training initiatives including identifying and organizing sessions across professional development, education and social networking with emphasis on the Houston Insider program.
- Manage, in partnership with the Director of Strategic Tourism Initiatives, the marketing of the Houston Insider program including awareness by staff and managers, recruitment and retention.

- Manage database of Houston Insiders and related activity within CRM platform (Simpleview) with support from Tourism Department Administrative Assistant.
- Manage Houston Insider event coordination including outreach and event ideation, developing and maintaining a calendar of events, invitation, RSVP tracking and attendance with support from Event Services Department and Tourism Project Manager.
- Maintain relationships and sit on boards of local concierge associations.
- Build relationships with key personnel at Greater Houston area attractions, service organizations, and hotels to understand need and opportunity for hospitality service training as well as opportunities to co-host Houston Insider events.
- Prepare and make presentations to groups and individuals on the key benefits to participants and managers of the Houston Insider program to gain buy in.
- Identify opportunities to provide ongoing support and training for hospitality frontline staff to provide exceptional customer service and an excellent Houston experience for visitors including distribution of information about exhibits, events and experiences, etc.
- Serve as liaison to hotel partners facilitating execution of onsite custom-branded Houston Experience Marketplace including outreach, setup, staff training and marketing materials.
- Initiate and develop good working relationships with GHCVB members, the community, airline partners, travel industry partners, neighboring CVB's and the state of Texas tourism office and their representatives.
- Work as needed with the Houston Airport System, Texas Medical Center, Harris County, City of Houston, Port of Houston and Texas Tourism.
- Other duties and special projects as required.

Supervisory Responsibilities: (personnel supervision, budgets, performance, etc.)

- Effectively manage budget
- Effectively manage Visitor Information Center staff and scheduling to meet department goals
- Manage external contracts as required

Education and/or Experience: (special training, certifications, college degree, etc.)

- Bachelor's Degree is required.
- A minimum of five years Tourism, Hospitality, Marketing or Public Relations industry experience is preferred.

Knowledge, Skills and Abilities: (technical, communication, interpersonal, etc.)

- Experience working with or managing visitor information centers is preferred.
- Excellent oral and written skills required.
- Excellent public speaking and presentation skills required.
- Customer Relationship Management software experience preferred.
- Computer skills (Microsoft Word, Excel, and Power Point) required.
- Strong and consistent attention to detail required.
- Ability to create and maintain effective working relationships with internal and external contacts.
- Ability to effectively manage multiple, concurrent projects and work effectively under pressure and within budget.

- Knowledge of Houston, Harris County as well as surrounding counties and cities (i.e. attractions, hotels, restaurants, traffic routes) a must.
- Must have a current passport, valid driver's license and clear driving record.

Work Environment: (overtime, travel, physical demands, and conditions)

- No major sources of discomfort; essentially normal office environment with acceptable lighting, temperature and air conditions.
- Ability to work flexible hours (including weekends) as needed is required.
- Ability to work on a team environment.

ANNUAL SALARY: Commensurate with experience

POSTING DATE: October 9, 2019

CLOSING DATE: Until filled

APPLICATION PROCEDURE:

- 1) Fill out a "CCSI Application" and attach a current resume
- 2) Submit both, application and resume, to Human Resources at hfjobapplications@houstonfirst.com

[The individual](#) selected for the position described above will be employed by Convention and Cultural Services, Inc., and in accordance with an existing Services Agreement, will perform services for Houston First Corporation.