

# Houstonfirst

## Job Posting

<b>Position:</b>	<b>Client Services Manager</b>
<b>FLSA:</b>	<b>Non Exempt</b>
<b>Department:</b>	<b>Client Services</b>
<b>Reports to:</b>	<b>Associate Director of Client Services</b>
<b>Reporting Location:</b>	<b>Partnership Tower</b>
<b>Workday &amp; Hours:</b>	<b>Flexible schedule - including evenings, Weekends and Holidays Monday through Friday</b>

**SUMMARY:** Acts as liaison between Meeting Planners, the City of Houston, GHCVB, its members and others responsible for providing services for meetings, conferences and trade shows in Houston.

**DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS:** (individual duties, assignments and responsibilities required of the position)

- Handle all details of booked conventions through ongoing communication with meeting planners; conduct client consultations and meet outlined objectives
- Provide brochures and other collateral to clients as needed in the planning process or on-site
- Prepare itineraries and conduct planning site visits
- Distribute supplier leads to members
- Attend booked conventions on year out to promote attendance in Houston and become familiar with details of the event
- Attend and/or set up pre/post-convention meetings
- Educate members in efficiently working with the convention services
- Assist with budget planning and maintain good records of expenditures for each account
- Assist in preparation of business plan
- Assist in development of collateral material and promotional items for department
- Total coordination and responsibility of information on site
- Assist clients with housing blocks and additional hotel room nights
- Prepare and distribute trip reports immediately following all promotional trips or events
- Keep abreast of industry trends by attending educational industry conferences and webinars
- Maintain knowledge of member services and capabilities in order to provide the proper service to clients
- Manage information in the current software program
- Other duties or special projects as required

**SUPERVISORY RESPONSIBILITIES:** (personnel supervision, budgets, performance, etc.)

- This position has no supervisory responsibilities, but provides input on performance of administrative assistant

**EDUCATION AND/OR EXPERIENCE:** (special training, certifications, college degree, etc.)

- Bachelor's Degree
- 2 years' experience in hospitality industry

**EDUCATION AND/OR EXPERIENCE:** (technical, communication, interpersonal, etc.)

- Computer literacy with knowledge of Microsoft Office Suite
- Professional communication skills
- Ability to work independently and pro-actively on a variety of events and projects
- Must be able to think creatively and manage changing program elements and prioritize effectively
- Outstanding organizational skills, excellent judgment and attention to detail
- Ability to work cooperatively (grace under pressure) with a variety of internal and external clients
- Must have a valid driver's license, insurance and a 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.
- Travel required – approximately 15 to 20%

**MISCELLANEOUS:**

- Must pass a pre-employment drug test

**ANNUAL SALARY:**                      Commensurate with experience

**POSTING DATE:**                      March 1, 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](mailto: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.*