

CITY OF TUPELO

Job Description

Services Director

Exempt (Y/N): Yes	Salary Level:
Location: Convention & Visitors Bureau	Shift: 8-Hour with Nights & Weekend
Department: Convention & Visitors Bureau	Supervisor: Deputy Director

SUMMARY:

The Services Manager is responsible for providing services to groups that are meeting and or overnighting in Tupelo. They are responsible for working with the sales staff to ensure that promises made during the sale are executed during the group/visitors stay in Tupelo. They will provide necessary collateral material to industry partners such as hotels, restaurants, attractions, welcome centers in the region and other points of contact with potential visitors to Tupelo. This person must be willing to be a servant leader because they will be coordinating task for the sales team's clients.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintain a well-informed working knowledge of the attractions, businesses, events and services available in Tupelo to visitors and act as a liaison between these entities and the visitor.
- Ensure that all Tupelo CVB inquiries from mail, website, email, and telephone receive prompt, accurate and courteous responses.
- Ensure that all Tupelo CVB information outlets are well maintained and stocked with brochures and other informational materials. This includes local hotels, attractions and state welcome centers
- Organize and provide services to groups that will be staying in Tupelo. This includes but is not limited to providing bags, organizing tours and providing step on tour guide service.
- Develop specialized visitor information as needed for the staff and partners of the Tupelo CVB including coordination of concierge services/visitor information for groups meeting, staying and playing in Tupelo.
- Responsible for maintaining an accurate inventory count of collateral material and both retail and promotional items for the Tupelo CVB.
- Perform general clerical activities as needed including outgoing mail, postage machine and all shipping tasks including process requests for information, special mailings and creating mailing labels.
- Maintains orderliness of the fulfillment room, storage building and inventory at BancorpSouth Arena.

- ❑ Serve as the primary back up to the Visitor Services Manager position during lunch and other pertinent times.
- ❑ Prepares monthly reports detailing all activities and opportunities within the assigned markets.
- ❑ Coordinate to have visitor bags made for groups and baskets for special guest and on request for other occasion.

QUALIFICATION REQUIREMENTS

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 will be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

- Bachelor Degree from a four-year college or university.

OFFICE SKILLS

- Must operate standard office equipment and personal computers.
- Must present an organized office that perpetuates a staff and guest friendly environment
- Ability to multi-task in order to meet deadlines
- Computer literate in applicable software (Internet, Microsoft word, Excel, Power Point and Outlook) and able to learn new software as needed. Experience in both PC and MAC platforms preferred.
- Writing and copy-editing experience

LANGUAGE

- Ability to read, analyze and interpret common scientific and technical journals, financial reports or government regulations.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies or members of the business

community.

- Ability to write letters and/or articles or publications that conform to prescribed style and format.
- Ability to effectively present information to top management, public groups and/or governmental officials.
- Must speak and write the English language fluently.

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 accommodation will 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 stand, walk, talk, hear, use hands to finger, handle or feel, reach with hands and arms and taste or smell.

Specific vision abilities for the job include near vision, distant vision, color vision, peripheral vision, depth perception and the ability to focus.

CERTIFICATIONS, LICENSES AND REGISTRATION

- Possess a valid driver's license
- Possess proof of valid insurance if operating a vehicle on behalf of CVB

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 will 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 talk and hear. The employee frequently is required to use hands to finger, handle or feel objects or controls.
- The employee is occasionally required to stand; sit; reach with hands and arms; lift 10 to 70 pounds and drive a vehicle.

IMPORTANT:

The position description is not intended to be all-inclusive; an employee will also perform other reasonably related job responsibilities as assigned by the director of the Tupelo Convention & Visitors Bureau.

The CVB reserves the right to revise or change job duties as need arises. The position description does not constitute a written or implied contract of employment and creates no contractual obligations on the CVB.