



Executive Sales & Customer Experience Coordinator

Company Mission:

Visit Baltimore is a 501(c)(6) nonprofit that generates economic benefits for the region by marketing Baltimore as an engaging cultural destination for visitors, an ideal destination for meetings and conventions, and as an advocate for the local tourism community. We also work to develop the next generation of hospitality leaders through the Visit Baltimore Education and Training Foundation.

Company Values:

Our day-to-day behaviors are the foundation of our workplace culture. Because of this, all our actions must come from a place of respect for ourselves, our colleagues, our customers, our community, and our stakeholders. Grounded in a foundation of respect, we embrace the following values as the principal pillars of our culture:

- Practice Mindfulness
- Empower Collaboration
- Exemplify Adaptability
- Celebrate Diversity

Summary:

Responsible for providing administrative support to the VP of Sales and Customer Experience, Sr. Director of Sales and Special Events, Director of Sales, and Director of Customer Experience. Assists with the day-to-day operations and activities of the Convention Sales and Customer Experience departments. Responsibilities include assisting with calendar maintenance, coordinating meetings, screening phone calls, email, and other correspondence, making detailed travel arrangements, preparing reports and presentations as well as correspondences and other administrative duties.

Essential Duties and Responsibilities:

General Duties:

- Coordinate daily activities of the VP of Sales and Customer Experience, Sr. Director of Sales and Special Events, Director of Sales and Director of Customer Experience utilizing managerial and prioritization skills to complete the work in the most efficient manner;
- Coordinate, schedule and attend Key Stakeholder and Sales Meetings; draft meeting notes and distribute to all staff;
- Coordinate, prepare and execute all facets of department meetings as necessary
- Assist in the management of his/her respective schedules utilizing Microsoft Outlook to include planning/arranging events and meetings, etc. as well as gathering all pertinent information needed for each meeting to include, agendas, RFP's, internal site itineraries, resumes for interviews, client background information for site lunches, dinners, etc.;
- Assist with monthly, weekly, and annual reports sales as needed
- Prepare and mail and/or email appropriate letters of correspondence that are clear, concise and error free;
- Complete and submit expense reports in a timely manner to the Accounting department;

- Organize programs, events, meetings or conferences by arranging facilities and caterers, issuing information or invitations, coordinating speakers and controlling event budget; preparing conference rooms for onsite meetings including room set-up/tear down;
- Create and maintain database and spreadsheet files and hard copy files as needed;
- Maintain Sales Standard Operating Procedures handbook;
- Coordinate all travel logistics for any industry related events/meetings/conventions/tradeshows that the VP of Sales and Customer Experience, Sr. Director of Sales & Special Events, Director of Sales and Director of Customer Experience may attend as needed. This includes registration, travel, hotel accommodations, activities, dinners, client invites, etc.;
- Assist Sales Managers when their respective administrative coordinators are out of the office and assist Coordinators when needed.
- Assist with the ordering, wrapping and delivery of amenities as needed.
- Comply with Company policies and procedures;
- Any other duties as assigned.

Qualification Requirements:

- 3+ years' administrative support experience in a fast-paced office environment. DMO or hotel experience strongly preferred.
- Exceptional verbal and written communication skills;
- Attention to detail with strong organizational and project management skills;
- Experience with travel coordination and planning and execution of meetings;
- Ability to solve practical problems and provide timely and effective solutions;
- Computer proficiency with Microsoft Office Suite;
- Ability to work independently and as part of team;
- Positive attitude, dependability and professionalism is a must.

Interested candidates should forward their cover letter, resume and salary requirements to resumes@baltimore.org. Visit Baltimore is an Equal Opportunity Employer.