



**Company:** Visit Newport Beach

**Position:** Destination Services Manager

**Job Type:** Full-Time Employee

**Reports to:** Senior Vice President of Sales

**Summary of Position:**

This position has two primary functions:

1. To support the sales team in pursuing the room night goals and delivering ROI to hotel partners.
2. To deliver conference sales service to customers to support their program's success in Newport Beach, engendering loyalty to the destination and fostering repeat business.

**Applicants MUST have a minimum of 3 years of of hotel conference service management experience. MUST be in market, no remote candidates will be considered.**

**Duties and Responsibilities** (including but not limited to the following):

- Collaborate with sales managers as directed on all aspects of site visit planning to include; itinerary development, liaising with destination partners, appointment setting, transportation logistics, gifting, and communications as a backup to sales coordinator to ensure well organized and executed customer experiences. Demonstrate ability to conduct site visits independently as needed.
- Outreach to booked clients for conference services prior to program dates, attending to service needs during program and outreach for purposes of rebooking after program completion. Manage all aspects of conference service products and services.
- Develop and maintain relationships with community partners and vendors to expand the knowledge, benefits and exposure available when working with Visit Newport Beach.
- Respond to and communicate with clients when sales team is traveling or unavailable including RFP responses, RFP input into CRM and act as liaison between client and hotel if needed.
- Collaborate with creative director to ensure the sales team, meeting planners and attendees are supplied with compelling and accurate collateral assets regarding the destination. Serve as knowledgeable resource to the team on up-to-date destination information relevant to meeting planners and the visitor experience.
- Communicate with client and hotel staff to determine incoming VIP's for groups and distribute VNB amenities as needed. Maintain and keep current an inventory of VIP gifts, general client gifts, conference service giveaways and targeted specialty gifts.
- Coordinate and execute internal Visit Newport Beach events with emphasis on excellent coordination of details and outstanding experiences.
- Maintain the Simpleview database along with sales coordinator by implementing standards of best practice for account, contact and booking management. Perform data audits. Proficiency at Running Simpleview and CVENT Reports.
- Manage organizational system in ShareDrive which includes collateral pieces, vendor contacts, site forms, etc.

- Manage incentive programs which include monthly reports, collective hotel pickup reports, and processing rewards.
- All other duties as assigned by VP of Sales/DOS

**Qualifications:**

- **Minimum 3 years of hotel conference service management experience mandatory.**
- Solid working knowledge of Microsoft Office (Word, Excel, PowerPoint), Microsoft Teams, Adobe Acrobat with ability to learn SimpleView CRM.
- Strong problem solving, time management and organizational skills.
- Attention to detail and ability to exceed quality standards.
- Multi-tasking ability and adaptability.
- Knowledge and familiarity with Newport Beach and OC a plus.
- Is professional, courteous and personable to clients, partners and fellow employees. Ability to be tactful, maintain a positive attitude and display appropriate public image when representing VNB.

**Experience:**

- Microsoft Office Suite (1 year minimum experience required)
- Willingness to travel (25%) preferred

**Physical Requirements:**

- Able to lift, carry or pull up to 20lbs.
- Able to bend, stretch, and twist.
- Able to stand or sit for long periods of time.

**Benefits:**

- 401(k) employee contribution with up to 5% company match
- 401(k) 3% profit sharing (no-match required)
- 9/80 Flexible schedule (every other Friday off)
- Hybrid Work from home schedule (**must be located in Orange County for hybrid schedule of 3 days in-office**)
- 100% Company-Paid Health, Dental and Vision Insurance (employee only)
- 100% Company-Paid Disability and Life Insurance (employee only)
- Paid Time Off
- Paid Holidays
- Wellness Benefit
- Stay & Play Benefit
- Auto Allowance
- Cell Phone Reimbursement
- Home Internet Stipend
- Flexible Spending Account

**Compensation:** Salary range of \$72,000 to \$76,000 per year.

**Schedule:** *Monday to Friday and occasional weekend days.*

If you feel you meet or exceed these qualifications, Visit Newport Beach, Inc. would love to hear from you.

*gender, color, religion, sexual orientation, national origin, age, physical or mental disability, citizenship status, veteran status, or any other characteristic prohibited by federal or state law. We provide a work environment free from discrimination and harassment, and where employees are treated with respect and dignity.*

*The above position profile is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.*

*This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their manager in compliance with Federal and State Laws.*