



## ***Specialist, Member & In-Destination Services***

Are you motivated by being part of a strategy led, insights driven, and industry partnered organization with a dedicated team that is supporting rebuilding the tourism industry?

Are you passionate about the opportunity to represent the incredibly diverse, and vibrant cultural, culinary, architectural, language and arts community that Vancouver has to offer?

Are you dedicated to service and love where you live, work and play?

If so, Destination Vancouver's ***Specialist, Member & In-Destination Services*** role could be the right match for you. This position is ideal for a person motivated by working with Destination Vancouver's member businesses to showcase Vancouver by ensuring members are engaged, active and knowledgeable about how their membership is of benefit to them.

As a member of the Destination Development team, the ***Specialist, Member & In-Destination Services*** participates in developing and delivering on the annual strategic and operational plans, builds relationships with members and serves as a key internal source for member information and data management. Additionally, the role assists in the curation, development and delivery of the annual member engagement calendar of events.

### **Key Deliverables Include:**

- Supporting the successful delivery and production of Destination Vancouver events, programs, and special projects.
- Maximizing member attendance for Destination Vancouver webinars, events and adoption of programs.
- Ensuring the Customer Relationship Management system (CRM) is up to date
- Collaborating with the team to ensure delivery of in-destination services to visitors and other stakeholders.
- Providing ongoing assessment and evaluation of partner needs to ensure Destination Vancouver is delivering relevant information and programs.

### **Who are We?**

Destination Vancouver is one of the world's most dynamic Destination Management Organizations, delivering on a mandate for destination development and destination promotion that makes Vancouver a must visit global destination. It responsibly strives for a triple bottom line approach to measuring destination success through people, planet, and profit. As a private, not for profit business association, continued relevancy equals success by supporting the industry and building a competitive global destination brand.

Destination Vancouver has a fabulous product and a powerful brand. Its brand promise, Vancouver is a place that connects people and inspires them to live with passion, underpins how it communicates with potential customers, engages with stakeholders, and services its 700+ members.

### **What do We Offer?**

We are proud to offer a competitive total rewards program including 3-weeks' vacation to start, incentive plan, extended health care, Health Spending Account, matching RRSP program, transit reimbursement, Team Member Referral program, generous paid time off, training and development opportunities, work/life balance and a flexible work schedule.



Destination Vancouver believes in and provides a diverse, equitable, and inclusive work environment and we welcome applications from individuals who identify as women, Indigenous, racialized persons, people with disabilities, and LGBTQ+ persons.

The health and safety of our team is a top priority, and the expectation is that all Destination Vancouver Team Members be fully vaccinated for Covid-19.

### **How Do We Connect?**

The ideal candidate has experience in a similar role, ideally in a membership, stakeholder and/or service-based organization. Experience in coordinating and executing plans for events and events production and logistics is important (virtual, hybrid and in-person). As well, an exceptional eye for detail and accuracy and a keen interest in database management are essential.

A strong multi-tasker with excellent time management and communication skills to foster effective working relationships and the ability to use diplomacy and judgement regarding decision making is essential. Experience with corporate social media for business engagement is an asset. Technological aptitude includes proficiency with CRM systems, Excel, Photoshop, PowerPoint, Zoom and webinar technology.

If this sounds like you because you have the knowledge, ambition and drive and describe yourself as enthusiastic and fun, collaborative and focused building relationships and achieving results, we invite you to apply for this exciting new position. Please send your resume and cover letter to: [careers@destinationvancouver.com](mailto:careers@destinationvancouver.com)

For more information, please visit <http://destinationvancouver.com>