

Coordinator, Convention Services and Events

Are you amazing at building and nurturing relationships?

Is delivering exceptional customer service part of your DNA?

Are you passionate about Vancouver as a place to live, work, play, experience and explore?

If so, Destination Vancouver's ***Coordinator, Convention Services and Events*** role could be the right match for you. Reporting to the Director, Destination Events the role is a key support for Destination Vancouver's Convention Services team and for the Destination Events Director. Destination Events supports the maximization of Vancouver's event and sport opportunities, continuing to build and leverage the City's global reputation as a desired event and sport host destination. The Coordinator role focuses on client, member and partner communications, internal and external reporting, account and booking management, administrative support and project management assistance.

Strategic Accountabilities:

- Assist in building strong relationships with meeting, convention and events clients and the companies and organizations they represent.
- Deliver on the commitment to the highest levels of dedicated service excellence in supporting clients and Destination Vancouver's members and partners.
- Maintain an exceptional level of knowledge as it relates to Destination Vancouver member products and services as well as overall destination expertise.
- Support development and engagement with key stakeholders and event organizers, and producers that are part of Vancouver's events ecosystem.

Position Responsibilities:

- Identifies, develops and monitors Destination Vancouver's event sales and marketing goals and objectives as well as the delivery of strategies and tactics.
- Tracks, reports and measures Destination events including developing economic impact reports to support strategic investment.
- Proficiently uses Destination Vancouver's CRM (Simpleview).
- Effectively communicates with clients and stakeholders, managing outreach and following-up in a timely and accurate manner with full documentation.
- Supports clients, members and partners in providing information on customs and immigration, Canadian Border Services Agency, Canadian Temporary Resident Visas, work permits and GST rebates related to the client's Vancouver conference.
- Identifies, maintains and updates M&C venues and restaurant lists.
- Provides administrative support, prepares site itineraries, organizes the delegate desk, and other duties as required including preparing courier packages, filing and data entry.

What Are We Looking For?

Excellent attention to detail and an understanding of high-level customer service are key attributes required for the role. Ability to meet deadlines and prioritize multiple tasks in a fast paced, ever-changing environment are key capabilities. Strong working knowledge of Microsoft office applications and willingness to learn and adapt to new opportunities and technologies is necessary. Demonstrated time-management, organizational and project management skills are key requirements are musts for the role. Previous experience in a support role within a sales and marketing organization, tourism related business or meetings and conventions industry is an asset.



Who Are We?

Destination Vancouver is one of the world's most dynamic Destination Organizations, delivering on a mandate for destination development and 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 prosperity. 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 800+ members.

What do We Offer?

This position is based in Destination Vancouver's corporate offices with majestic views of the North Shore mountains and proximity to transit and downtown amenities.

We are proud to offer a competitive total rewards program including 3-weeks' vacation (15 days) to start, annual recognition program, extended health care, health spending account, personal spending account, matching Group RRSP program, transit reimbursement, Team Member Referral program, training and development opportunities, and a flexible work environment.

Destination Vancouver believes in and provides a diverse, equitable, and inclusive work environment.

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?

If this sounds like you because you have the knowledge, ambition and drive and describe yourself as enthusiastic and fun, collaborative and focused on building positive and long-term client relationships and achieving sales results, we invite you to apply for this exciting position. Please send your resume and cover letter to:

careers@destinationvancouver.com

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