



Acting Manager, Convention Services US (maternity leave from September 2023 to October 2024)

Destination Vancouver is currently seeking an individual to cover a maternity leave for the position of **Manager, Convention Services Manager US**, for a period of 13 months commencing September 2023. This full-time position is based in Vancouver, BC and will report to the Director of Sales, Meetings & Convention Sales, US.

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

Are you motivated by achieving goals and targets?

Are you a skilled collaborator with industry clients and partners?

Have you ever wanted to see what it is like to work for a Destination Management Organization?

If so, Destination Vancouver's **Acting Manager, Convention Services US** could be the right match for you. The position is an integral part of and contributor to Destination Vancouver's Meetings and Conventions (M&C) team and is ideal for an individual who wants to be part of a team that positively connects and contributes to creating awareness, driving interest, and closing business for Destination Vancouver's members and partners.

As the Acting Manager, Convention Services US, you will play a crucial role in our (M&C) team, working strategically with industry clients and partners to ensure the success of Vancouver-based meetings and events. The successful candidate will contribute to achieving the goals and targets set for the convention services team while maintaining the highest standards of service excellence. This position requires proficiency in customer relationship management (CRM) software, database management, and knowledge of the local tourism and hospitality industry.

This position is ideal for a candidate who has strong communication skills, takes initiative, is highly organized, adaptable, flexible and detail oriented; committed to sales and service excellence and motivated to find creative solutions for Destination Vancouver's clients, partners, and members. As well, the successful individual is motivated by strong organization values and culture.

Strategic Accountabilities:

- Build strong relationships with M&C clients and the companies and organizations they represent.
- Deliver dedicated service excellence in supporting clients and Destination Vancouver's members.
- Work proactively with the M&C sales team to secure rebook opportunities.
- Maintain an exceptional knowledge level of Destination Vancouver member products and services, as well as overall destination expertise.

Specific responsibilities include:

- Understands and effectively uses Destination Vancouver's customer relationship management (CRM) software, *Simpleview*, as well as other Destination Vancouver M&C digital platforms and programs such as *Marq*, *FuturePace* and *TrueTour* including ensuring databases are current and up to date with sales and service activities.
- Initiates and liaises with M&C clients on all such inquiries relating to the successful operation and hosting of the events in Vancouver.
- Supports clients with promotional materials.
- Provides recommendations regarding delegate and/or guest programs, group tours, venues for special functions, entertainment information, shopping areas and sport facilities, gifts for delegates, special guests and speakers and more.
- Provides information and assistance to members requesting convention services market intelligence, convention statistics and sales and marketing activity information.
- Identifies and offers client service request business opportunities to Destination Vancouver members.
- Organizes and participates in client site inspections including but not limited to setting up site appointments, arranging flights, accommodation and transfers, welcome gifts and meals.



- Assists in attendance building initiatives including but not limited to shipping materials, assisting in creating content, if required, there may be travel to host exhibit booths for on-site promotion the year prior.
- Maintains strong working relationships with key members most active in the M&C markets; such as downtown Vancouver convention hotels, professional conference organizers, destination management companies and event management companies.
- Prepares and evaluates various internal and external reports as needed by the M&C team and delivers presentations to clients, members, industry partners and suppliers, in Vancouver and in market.
- Keeps well informed on member products and services: personnel changes, renovations, changes in management, site inspections as needed.
- Maintains currency and awareness of competitive city products and services and convention service programs that other DMOs offer.
- Assists in the preparation of the annual Business & Market Development Plan and budget.
- Provides support to Destination Vancouver Team Members including recruiting, training and coaching.

What are we looking for?

We are seeking a candidate with a minimum of three (3) years working in similar destination marketing/management organization, hotel or convention industry service and sales role relating to the M&C industry who also maintains a strong knowledge of Metro Vancouver and the local tourism and hospitality industry. This includes Destination Vancouver's membership base, hotels, professional conference organizers, destination marketing organizations, conference facilities, off-site venues, attractions and *BestCities* Alliance.

Able to make sound decisions and recommendations, meet project deadlines, take direction, the ideal person for this role is innovative, creative, takes initiative, has an entrepreneurial outlook and has experience with strategic business planning and able to work well independently yet co-operatively with others. Using excellent verbal and written presentation skills to develop and maintain relationships and build business connections, the successful candidate will be socially always engaging, diplomatic and professional. Evening or weekend hosting will be required.

Strengths include administrative/organizational skills including time and project management, attention to detail and effective fiscal management. Technology requirements include good working knowledge of database management/CRM software (Simpleview an asset), Microsoft word applications and a solid working knowledge of social media for business purposes.

Post-secondary education in tourism, business or related field and/or equivalent experience 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.

For the temporary full-time position to a cover maternity leave for a period of 13 months, Destination Vancouver is proud to offer the following:



- Competitive compensation package including extended healthcare benefits
- Flexible working environment with the opportunity to work at home up to 2 days per week after the first 90 days

How do we connect?

If you are passionate about Vancouver and have the skills and experience to excel in this temporary role, we invite you to apply. Please submit your resume and a cover letter outlining your qualifications and interest in the position to careers@destinationvancouver.com.

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