



**Company:** Visit Newport Beach

**Job Title:** Destination Services Manager

**Summary of Position:**

This position has two primary functions:

1. To support the sales team in pursuit of the room night goals and delivering ROI to hotel partners.
2. To deliver conference sales service to customers bringing programs to NB

**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 back up 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 internal Visit Newport Beach events as well as client events as assigned with emphasis on excellent coordination of details and outstanding customer 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 of FAM's, client events, site visits, collateral, etc. in ShareDrive
- All other duties as assigned by VP of Sales/DOS

### **Qualifications & Skills**

- Minimum 3 years' experience in event/conference planning in hospitality industry.
- Good 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

### **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
- Hybrid Work schedule
- 100% Company-Paid Health, Dental and Vision Insurance (employee only)
- 100% Company-Paid Disability and Life Insurance (employee only)
- Flexible Spending Account
- Paid Time Off
- Paid Holidays
- Tuition Reimbursement



- Wellness Benefit
- Stay & Play Benefit
- Cell Phone Stipend
- Home Internet Stipend
- Referral Program