JOB DESCRIPTION
Housing and Group Services Manager

Facility Name:	**VENUWORKS OF CEDAR RAPIDS, L.L.C.**

JOB INFORMATION

Job Title:	Housing and Group Services Manager	Department:	Cedar Rapids Tourism Office
Reports To:	Associate Executive Director for Tourism	FLSA Status:	Exempt ☒ Non Exempt ☐
Prepared By:	Michael Silva	Date Prepared:	March 29, 2022
Approved By:	Angela Bohlen	Approved Date:	

SUMMARY
The Cedar Rapids Tourism Office is the exclusive convention and visitor's bureau under contract with the City of Cedar Rapids to market the City as a destination for events and leisure travel.

The Housing and Group Services Manager assists groups and tournaments with finding hotel blocks during their events, and serves as the liaison for event planners and tournament directors to find services and hospitality in Cedar Rapids.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

1. Provide housing bureau services for clients. Obtain room blocks and present options for staying in local hotels to tournament directors.
2. Provide client servicing to meeting planners and tournament directors.
3. Collect post-event data including attendance numbers and hotel pickup for events booked through the Cedar Rapids Tourism Office
4. Administer and maintain CRM program, periodically auditing data to ensure accuracy and continuing training to stay up to date on CRM software features.
5. Perform administration duties including purchase order management, invoice tracking, and other tasks.

OTHER DUTIES AND RESPONSIBILITIES: include but are not limited to the following:

<u>HOUSING</u>
1. Administer the Housing Bureau program. Work with tournament directors and hotels to create room blocks for upcoming tournaments. Work with individual teams to offer up blocks and options for them to find housing in hotels during tournaments. Monitor room blocks and request more from hotels depending on demand. Assist guests making reservations as needed.
2. Request periodical audits of reservations from participating hotels, ensuring all reservations are properly processed.
3. Create customized housing websites for each event, utilizing housing software.
4. Communicate effectively with participating hotel partners to ensure optimum guest experiences.
5. Provide periodic reports to meeting planner/tournament director as requested.
6. Invoice and collect housing fees and any applicable rebates. Distribute collected rebates to meeting planner/tournament director.

<u>SERVICING</u>
7. Provide appropriate and timely client servicing for booked conventions and sporting events by creating social media plans for designated sports events and clients, arranging for welcome speaker, guides, transportation, concierge or other personnel, assist with attendance boosting efforts and assist with unexpected needs.

ADMINISTRATION

8. Coordinate and distribute Bid Fee financial commitments to clients at the conclusion of their events.
9. Efficiently collect and track room block pick-up and attendance for all booked/contracted groups and file information into CRM software for future reference and reporting needs.
10. Survey meeting planners/tournament directors, as appropriate, regarding the quality of facilities, services, materials and overall impression, and to obtain recommendations for future planning.
11. Monitor all service, membership and/or sales accounts in CRM, tracing all accounts for a minimum of an annual review, screening new accounts and entering new account prospects, reviewing dated accounts for potential, and eliminating (purging) non-productive accounts.
12. Assess various options for optimizing and customizing the CRM system to help the system best fit the needs of the organization.
13. Participate in familiarization tours and pre-event meetings as needed.
14. Plan future client servicing offerings by staying up to date on industry standards and trends. Responsible for maintaining cutting-edge status on new ideas or technologies related to client servicing trends.
15. Perform other duties, functions and special projects as assigned by the Executive Director and corporate staff of VenuWorks.
16. Other duties as assigned.

SUPERVISORY RESPONSIBILITIES
Carry out any assigned supervisory responsibilities in accordance with VenuWorks policies and applicable laws.

QUALIFICATIONS
To perform this job successfully, an individual must be able to perform each of the following essential duties satisfactorily. The requirements listed are representative of the knowledge, skills, and/or abilities required. A demonstrated ability to follow directions and complete assigned tasks with a minimum amount of instruction and supervision is essential. Ability to organize work flow and meet established deadlines. Work hours and schedule are generally Monday – Friday 9:00am to 5:00pm but can vary, and may include holidays, evenings and weekends. This position requires skill in meeting and/or exceeding the expectations, being articulate with well-developed communication skills and personal poise. This position requires excellent teamwork skills, working cooperatively with others in the accomplishment of joint tasks and common objectives. Contributes to a positive work environment, fosters collaboration and provides a tangible contribution.

EDUCATION and/or EXPERIENCE

1. Bachelor Degree, or the demonstration of professional experience equivalent to, from four-year College or University, in business administration, communications, or related field with relevant experience required.
2. Minimum of two (2) years of direct Customer Service experience.
3. Proficiency with MS Office programs required.

CERTIFICATES, LICENSES, REGISTRATIONS
Applicant must possess current, valid driver's license and a current working telephone with a number that can be accessed by building management personnel for business contact purposes. Must have excellent computer skills, including experience with Word and Excel.

LANGUAGE SKILLS
Ability to read, analyze, and interpret general business periodicals, professional journals, job-related procedures and manuals, and government regulations. Ability to provide management and staff with concise, accurate guidelines regarding financial procedures. Ability to write professional correspondence, prepare business reports, and conduct professional presentations.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent. Ability to interpret trends and analyze financial reports and to draw and interpret bar graphs.

COGNITIVE SKILLS/REASONING ABILITY

1. Ability to recognize casual relationships, discriminate between behavior mechanisms, and identify elements that are relevant to the validation of a judgment.
2. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
3. Ability to remember previously learned material such as specifics, criteria, techniques, principles and procedures, grasp and interpret the meaning of the material and use learned material in new and concrete situations.
4. Ability to break down material into its component parts so that its organizational structure can be understood.
5. Ability to judge the value of material for a given purpose on the basis of consistency, logical accuracy, and comparison to standards.
6. Ability to put parts together to form a new whole or proposed set of operations.
7. Ability to relate ideas and formulate hypotheses.
8. Ability to appraise judgments involved in the selection of a course of action.
9. Ability to identify choices and potential outcomes, determine importance of outcomes, combine information to prioritize options and make decision based on best and most important choice.
10. Ability to solve complex problems with sensitivity and diplomacy, while displaying decisive executive leadership.
11. Ability to maintain a calm, composed presence in an often fast-paced environment where multiple tasks, events and stimulus may occur simultaneously.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position.

1. While performing the duties of this job, the employee is regularly required to reach with hands and arms and talk or hear.
2. The employee frequently is required to stand; walk; sit; and use hands to finger, handle, or feel.
3. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.
4. The employee must regularly lift and/or move up to 25 pounds.
5. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.
6. The employee must be able to travel distances on foot quickly to attend to a variety of needs while on site at the venues.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts; fumes or airborne particles; and outside weather conditions.
2. The noise level in the work environment is usually moderate.
3. Work schedule may include hours in excess of 40 hours per week including evenings, weekends and holidays.

CONCLUSION

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all-inclusive list of responsibilities, duties, and skills required of personnel so classified. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of any employee under

his/her supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

I have read and understand this Job Description and confirm that I meet the minimum requirements and can perform the essential duties and responsibilities as listed herein.

Employee Signature:		Date:	