



# CITY OF OMAHA CLASS SPECIFICATION

## CLASSIFICATION TITLE: CONVENTION SERVICES COORDINATOR

**BARGAINING UNIT:** CIV BARGAINING      **CODE NUMBER:** 7110

**PAY RANGE CODE:** 11180      **REVISION DATE:** 2/4/16

### **NATURE OF WORK:**

The work of this classification involves working with the Convention Services team on all details related to organizations planning conferences in the region, primarily overseeing the Post Event Report program and servicing group tours. This individual will support the Omaha Convention and Visitors Bureau (OCVB)'s housing system as a back-up/overflow housing coordinator for meetings and events.

An incumbent in this position exercises considerable independence in the performance of duties and responsibilities and receives general guidance from a superior.

**ESSENTIAL FUNCTIONS:** *(Any one position may not perform all the duties listed, nor do the listed examples include all the duties that may be performed in positions allocated to this class.)*

Distributes daily mail to appropriate office personnel.

Answers main line and directs caller to appropriate department or individual.

Facilitates the post event survey that is sent to all convention groups upon completion of their event. Tracks results and input required information into the national empowerMINT database, as needed.

Coordinates and assists in the servicing of all booked groups and tours. Prepares literature and supplies for tour participants.

Provides administrative support to the Convention Services team.

Researches and maintains accurate data on definite group business.

Assists in the creation of promotional products that help organizations build attendance for their events, including micro websites.

Maintains and ensures timely input in OCVB's Customer Relationship Management (CRM) system.

Performs monthly inventory of all promotional products for OCVB.

Assists with running the registration clerk and convention volunteer programs, providing notices to local businesses of upcoming meetings and events that will significantly impact the local economy, creating products promoting Convention Services, and coordinating service site visits and preparation and delivery of client gifts.

Assists the Convention Services and Housing Manager with operating the OCVB Housing Service as a backup, including processing individual reservations, fielding phone and email inquiries, setting up housing blocks, working with hotels and occasionally assisting in collection of hotel rebates and housing fees.

Assists with analysis of room pick-up during convention housing reservation process and advises all concerned of any potential problems. Works with the other members of the convention services team to communicate regularly with the meeting planner or convention representatives using the housing program.

Issues hotel room pick-up reports.

Maintains regular job attendance in accordance with a schedule established for the position by the supervisor.

Performs other related duties as assigned or as the situation dictates within the scope of this classification.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of business English, spelling, grammar, and punctuation.

Knowledge of general office procedures and the use of standard clerical techniques and office equipment.

Knowledge of departmental policies, procedures, and regulations.

Knowledge of and ability to operate a computer or other technology using standard or customized computer or systems software applications appropriate to the assigned tasks.

Ability to learn and adapt to advances in computer and electronics device technology and software.

Ability to quickly and accurately perform basic mathematical computations to include addition, subtraction, multiplication and division.

Ability to establish and maintain effective working relationships with fellow employees, with representatives of the tourism industry, and with members of the general public.

Ability to prioritize and manage multiple projects and responsibilities while meeting stringent deadlines.

Ability to establish data collection procedures and to organize, analyze, and interpret available data.

Ability to communicate effectively, both orally and in writing.

Ability to maintain confidentiality.

Ability to exercise considerable independence in the performance of duties and to make sound decisions based on industry standards.

Ability to adhere to safety policies, procedures, and guidelines.

Ability to travel independently to domestic and international destinations via commercial airlines.

Ability to sit from 76 to 100% of the time, to stand and walk from 26 to 50% of the time, and reach, bend, stoop, push and pull up to 25% of the time.

Ability to use up to thirty (30) pounds of force up to 25% of the time to move objects.

**EDUCATION AND EXPERIENCE:** *(The knowledge, skills, and abilities above may be acquired through, but are not limited to, the following combination of education and/or experience.)*

High school graduation or its equivalent

AND

Two (2) years of service industry related experience, hospitality industry preferred.

**SPECIAL REQUIREMENTS:**

Must possess a valid motor vehicle operator's license from the time of appointment.

Must be available to work flexible hours, weekends, and holidays.

**WORKING CONDITIONS:** *(The conditions herein are representative of those that must be met by the employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.)*

Work is performed in an office setting amid normal conditions of dust, odors, fumes, and noises. However, an incumbent may be required to travel to other sites in the city or to other cities and may be exposed to all weather conditions.

**EQUIPMENT OPERATION:** *(Any one position may not use all of the tools and equipment listed nor do the listed examples comprise all of the tools and equipment that may be used in positions allocated to this classification.)*

Computer  
Telephone

Calculator  
Printer

Copier

Previous Revision Date(s):