



# CITY OF OMAHA CLASS SPECIFICATION

## CLASSIFICATION TITLE: CONVENTION SERVICES AND HOUSING MANAGER

BARGAINING UNIT: [CIV MANAGEMENT](#) CODE NUMBER: 0570

PAY RANGE CODE: [9.1 MC](#) REVISION DATE: 12/23/15

### **NATURE OF WORK:**

The work of this classification involves serving as a liaison for the Omaha Convention and Visitors Bureau (OCVB) with organizations planning conferences in the region. This individual will use the OCVB housing system to market rooms and serve as the booking engine for individuals requesting lodging for meetings and events. In addition, this position will track OCVB's guest satisfaction surveys and service meeting/tour groups with a specified number of guestrooms and will be responsible for lead and referral generation, achieving high standards on post event reports, and drive groups to use the OCVB Housing Program. 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.)*

Coordinates all aspects of the OCVB Central Housing Service program.

Works with meeting representatives and OCVB management on housing projects to explain the process and identify room block needs.

Demonstrates OCVB's central housing service upon request.

Oversees and prints any housing forms requested by planners.

Coordinates all housing blocks necessary with participating hotels as they relate to groups and sporting events. Handles room pick up reports, rebates and housing fees.

Processes individual hotel reservations. Sends reports to hotels and meeting planners and sends acknowledgements to delegates. Fields phone and e-mail inquiries from delegates and participating hotels.

Analyzes room pick-up during convention housing reservation process and advises all concerned of any potential attrition issues. Updates meeting planners and hotels on status of room block throughout the process. Provides final reports to meeting planner and hotels including pick-up after completion of convention.

Promotes OCVB's central housing service and educates partners about using the system and all related products.

Researches and maintains accurate data on definite group business opportunities and actively solicits group business in an effort to produce leads and services referrals for hotel/motel properties, facilities and local businesses for groups assigned.

Meet with organization executives, planners and committees to assist as necessary in the selection of Omaha as a meeting destination. Arrange and occasionally escort clients on familiarization trips and site inspections.

Attend local events and community activities in order to increase awareness of OCVB.

Participates in industry tradeshow and conventions; assists with scheduling and conducts sales/services trips with local team members.

Sets up, stocks and ships Omaha information booths for meetings and events.

Maintains and ensures timely input in OCVB's comprehensive sales tracking system.

Coordinates registration, ordering of supplies, shipping of materials, and the marketing message listed on registration materials. Arranges housing for shows that require hotel rooms and finalizes all billing for events with partners.

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 working with hotel reservation systems in a hotel or in a convention and visitors bureau.

Knowledge of the operation of the convention and hospitality industry and the services needed to accommodate convention attendees.

Knowledge of the convention oriented services available in the greater Omaha area.

Knowledge of the marketing principles and techniques used in attracting conventions.

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.

Knowledge of attractions, facilities, and services available to visitors in the Omaha metro area.

Skill in arranging services needed at conventions.

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

Ability to establish data collection procedures and to organize, analyze, and interpret data to monitor the progress of programs aimed at attracting tourism.

Ability to communicate effectively, orally and in writing.

Ability to adhere to safety policies, procedures and guidelines.

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

Ability to maintain confidentiality.

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

Ability to understand written or oral instructions.

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

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.)*

Bachelor's degree

AND

One year of experience in the hospitality industry, preferably in convention services

OR

An equivalent combination of education and experience.

**SPECIAL REQUIREMENTS:**

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

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

The following industry certifications are preferred: Certified Meeting Professional (CMP), Certified Government Meeting Professional (CGMP) or other related certifications.

The following industry memberships are preferred: ASAE Center for Association Leadership, Meeting Planners International (MPI), Professional Convention Management Association (PCMA), and Society of Government Planners (SGMP), or other related memberships.

**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.

**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  
Copier  
Telephone  
Facsimile Machine

Previous Revision Date(s):