



MARINA DEL REY TOURISM BOARD

Job Title: Visitor and Client Services Specialist

Reports To: CEO

Classification: Full time position, Non-Exempt

Summary: Provides support for the Marina del Rey Tourism Board (MdRTB) related to clients, hotels, partners, visitors and the community. This includes group sales support and involvement at community and industry events. The Visitor and Client Services Specialist also serves as the key contact to partner hotels and venues, restaurants and attractions. Assists with developing opportunities to drive business to these partners. This position supports leisure and group sales efforts through administrative support and assistance coordinating fam tours and site visits.

**Duties &
Responsibilities:**

- Serves as a liaison between the MdRTB and local hotels, apartments, restaurants and other public organizations, keeping them informed of events and activities taking place within the community and providing visitor resource information on a regular basis.
- Responds to public inquiries related to tourism, social events, and group meetings.
- Responds to group sales and social events leads obtained through Cvent database, website, email and other inquiries.
- Assists with reports and presentations, including compiling data and information for monthly board reports, annual sales and marketing plan, annual report, and annual budget.
- Represents Marina del Rey Tourism Board at industry events and/or tradeshows in a professional and positive manner.
- Assists with coordination of familiarity (FAM) tours to increase exposure of Marina del Rey as a destination of choice for leisure and business travel.
- Takes lead on coordinating and facilitating Ambassador Workshops to educate community partners and front-line staff on Marina del Rey's tourism assets.
- Leads planning, staffing, and execution of the MdRTB's involvement and sponsorship of community events.
- Assists with planning company events (i.e., quarterly mixers, holiday party, concierge mixers).
- Assembles amenity and welcome kits and for clients and media contacts.
- Keeps track of inventory for giveaway items and collateral.
- Responds to public inquires for visitor information and collateral.
- Consistently represents the organization in a professional and positive manner.
- Maintains spreadsheet and databases for community and industry contacts (hotels, apartments, restaurants, attractions, meeting planners).

- Frequently reviews visitmdr.com, social media outlets, county information and other tourism resources to stay well informed, and to report any inaccuracies.
- Attends training, tours and events as required to improve skills, knowledge and service.
- Maintains regular communication with hotels and community partners to ensure the MdRTB has an understanding of their business needs.
- Create and deliver presentations as needed using PowerPoint.

Requirements:

- Minimum of 2-year college degree preferred.
- Minimum of 2-4 years of professional experience in sales or a sales support role within the travel and tourism industry.
- Ability to type a minimum of 35 wpm.
- Exceptional business ethics and excellent customer service skills.
- Strong people interaction skills and ability to work with various communication styles.
- Ability to manage stress effectively.
- Warm, friendly, upbeat, and flexible demeanor and attitude.
- Excellent verbal communication skills, comfortable with public speaking, presentations.
- Strong relationship building skills.
- Knowledge of MS Office software including, Excel, PowerPoint, Outlook with minimal support.
- Graphic design and presentation design skills highly desired.
- Strong organizational skills and ability to handle multiple tasks and meet deadlines.
- Knowledge and understanding of Marina del Rey and surrounding areas.
- Ability to work well in both an independent and team environment.
- Ability to work weekends, evenings, or holidays during occasional special events.
- Attention to detail and problem-solving skills.
- Must be at least 18 years of age and possess a clean driving record.
- Physical demands and the work environment described here represent those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to engage staff with disabilities to perform essential functions. While performing the duties of this job, the employee is frequently required to stand, sit, walk, and reach with arms and hands. Must be able to lift 40 lbs. and perform repetitive motions 50% of the time.
- This is an at-will position. As an at-will employer, either MdRTB or the employee may terminate the employment relationship at any time, for any reason, with or without good cause or advance notice.

Benefits:

40 hours per week, Monday-Friday 9 a.m. to 6 p.m.
 Position includes health benefits package, paid time off, retirement

APPLY TODAY!

Email a cover letter, resume, and desired salary to: careers@visitmdr.com.
 NO PHONE CALLS PLEASE.

MARINA DEL REY TOURISM BOARD IS THE OFFICIAL DESTINATION MARKETING ORGANIZATION FOR MARINA DEL REY. WE STIMULATE ECONOMIC DEVELOPMENT BY MARKETING MARINA DEL REY FOR BUSINESS AND LEISURE TRAVEL.

Thank you for your interest in working with the Marina del Rey Tourism Board team!