



CHOOSE CHICAGO

Position Title: Client Services Coordinator
Department: Client Services
FLSA Status: Non-Exempt
Direct Report: Associate Director, Client Services
Effective Date: May 2023

Choose Chicago is the official sales and marketing organization responsible for promoting Chicago as a global visitor destination to business and leisure travelers.

POSITION SUMMARY

The **Client Services Coordinator** will provide administrative and project support to the Client Services Department. Main responsibilities will include creation and distribution of Group Resumes; creation of hotel maps and other promotion materials; managing the Artwork Program; data entry into the CRM (Simpleview); organizing the Driver Program; and serving as support to the Project Manager for the Ambassador Program.

RESPONSIBILITIES

- Manage the Choose Chicago Artwork program. Responsibilities to include researching artists, negotiating the Artist of the Year contract, and facilitating the ordering and delivery of artwork to the Client Service Managers in a timely manner.
- Responsible for the creation and distribution of Group Resumes.
- Coordinate, create and ship bookmarks and other promotional items needed for Promo Trips.
- Manage VIP program by arranging complimentary and/or discounted passes for customers to local attractions.
- Facilitate client post show thank you letters from Client Services Managers, Sales Team, and Choose Chicago CEO.
- Coordinate quarterly familiarization outings with local Choose Chicago partners.
- Facilitate creation of client hotel maps with freelance graphic designer.
- Provide extensive administrative support to the department, including developing site itineraries, mail/ship packages, copying, preparing packages for clients, wrapping gifts, and producing various correspondence for Client Services Managers.
- Provide back-up support for the Choose Chicago Volunteer Ambassador Program.
- Manage Choose Chicago Driver Program including scheduling, maintenance requests, dispatching, and ordering of supplies for program.
- Provide back-up support as the Client Services Representative to assist with front desk receptionist duties.
- Schedule work activities to ensure deadlines and goals are completed in a timely and organized manner.
- Responsible for weekly distribution of Site Visit, Promo Trip, and In House Group schedule; entering Promo Trips and Site Visits into Simpleview.
- Will be held accountable for learning Choose Chicago's conduct of sales operations, hotel properties and exhibit facilities, and all Client Services offerings.
- Comply with established policies and guidelines applying to the Choose Chicago operations and employee conduct.
- Occasionally attend after work events including but not limited to Choose Chicago member networking and industry events (with supervisory approval) to build relationships with industry partners to keep up to date on the destination offerings.
- Assist with additional duties or projects assigned by the Vice President of Client Services and Senior Director of Client Services.

MINIMUM QUALIFICATIONS

- Bachelor's degree in Tourism, Communications, Hospitality, Marketing, or equivalent practical experience. Degree in hospitality industry a plus.
- Minimum of two (2) years of related experience showing progressive growth and learning and/or training equal to the skill level needed to perform this position.
- Experience in the tourism, hospitality, or convention bureau industry a plus.
- Position requires moderate amount of independent judgement.
- Knowledge of Chicago area, local attractions, special event venues and hotels is a plus.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to effectively use MS Office products including but not limited to Word, Excel, Outlook, TEAMS, and Power Point.
- Ability to effectively use Canva for producing graphics and editing logos.
- Outstanding written, verbal and interpersonal skills for frequent interaction with customers and suppliers.
- Proficient use of English grammar, spelling, and punctuation.
- Ability to work cooperatively and communicate effectively.
- Good and consistent attendance record.
- Able to maintain composure under stress.
- Ability to represent Choose Chicago in a professional manner while interfacing with internal and external clients.
- High attention to detail with the ability to manage and work simultaneously on multiple projects with conflicting demands for multiple clients/directors, and to organize and meet tight deadlines in a fast-paced environment.
- Ability to think creatively, strategically and work within budget.
- Possess a strong "team" work ethic, which is critical based on the collaborative culture of Choose Chicago and the convention industry.
- Energetic, self-starter and resourceful problem solver.
- Possess excellent logic, organizational and time management skills.
- Ability to perform basic math skills.
- Ability to manage and work simultaneously on multiple projects.

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS

- Ability to perform work utilizing a computer for extended periods-of-time.
- Ability to sit for extended periods-of-time in performing the work.
- Ability to grasp objects utilizing the fingers (fine motor manipulation).
- Ability to travel by ground transportation as required in performing the work.
- Ability to occasionally lift heavy boxes and transport them via handcart for delivery.

TO APPLY:

This position offers a competitive salary and benefits package. **Qualified candidates should submit resume, cover letter and salary requirements to:**

resumes@choosechicago.com, or mail to: **Choose Chicago**
Human Resources Department, 301 E. Cermak Road, Chicago, Illinois 60616

No Phone Calls

Choose Chicago is an Equal Opportunity Employer