



Position Title: Site Visit Manager
Department: Convention Sales via Strategic Partnerships & Events
FLSA Status: Exempt
Reports To: VP of Strategic Partnerships & Events
Effective Date: March 2024

Choose Chicago is the official destination marketing organization for Chicago, Illinois. Our mission is to enrich our community by attracting meetings, events, and leisure travelers to Chicago.

POSITION SUMMARY

The Site Visit Manager's primary responsibility is to provide support to the Sales team members by creating, enhancing, and conducting (where applicable) site visits to create memorable and impactful experiences for our clients.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Contribute to the design and coordination of site inspections on behalf of the Convention Sales team – approximately 70% of workload.
- Conduct site inspections on behalf of (primarily) the remote sales team – approximately 30% of workload.
- Assist with showcasing the destination in a way that distinguishes Chicago from other major cities.
- Research incoming client's organization for information regarding prospective meetings, affiliates, current events, social media, rival organizations, client profiles etc. to add to the enhanced experience and personalization of the site.
- Work with Connecting to Chicago (C2C) to bring Chicago's intellectual capital into the site visit and engage with Client Services team as needed.
- Work with the marketing team to develop any related collateral or materials to deliver on the wow experience of the site visit.
- Develop systems and procedures to streamline sites and information gathering and sharing as it relates to sites including potential platforms to make itineraries more technologically advanced.
- Responsible for site visit revenue/expense tracking to ensure budget guidelines are met.
- Work with sales coordinators to manage details and coordination of site visit itineraries.
- Partner and coordinate with all related hospitality partners including hotels, local artisans, chef owned or landmarked restaurants, transport companies, Destination Management Company's, off-site venues, tourist attractions, etc.
- Prepare periodic and special reports, compile information and maintain reference information relative to client site visits.
- Execute debrief of client site visits with appropriate sales team member upon conclusion of the site.
- Participate and attend local industry organization's/association's functions as requested.
- Research new restaurants, attractions and other hospitality partners in Chicago to recommend for future client site visits.

MINIMUM QUALIFICATIONS

- Bachelor's degree in business related studies preferred but will consider other industry-related experience in lieu of a bachelor's degree.
- Three+ years of industry-related experience is preferred.

KNOWLEDGE, SKILLS, AND APTITUDE REQUIREMENTS

- Proficiency in Outlook, Microsoft Word, Excel, and Power Point.
- Familiarity with Asana and TEAMS.
- Easily engages with customers and partners of all levels.
- Excellent written and oral communication and decision-making skills.
- Strong organizational skills.
- Detail-oriented and able to juggle many tasks and changes at one time.
- Knowledge of the hospitality industry.
- Knowledge of Chicago a plus.
- Ability to work evenings and weekends.

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS

- Ability to travel by air or ground transportation as needed.
- Personal vehicle available to conduct site visits if company drivers and cars are not available.
- Comfortable driving in the city with clients.
- Ability to perform computer work for extended periods of time.
- Ability to work flexible hours as needed to attend events and conduct site visits.
- Ability to sit or stand for extended periods of time.

TO APPLY:

This position offers a competitive salary and benefits package. Qualified candidates should submit resume and include **salary requirements** to resumes@choosechicago.com.

Choose Chicago

Human Resources Department

301 E. Cermak Road

Chicago, Illinois 60616

EMAIL: resumes@choosechicago.com

No Phone Calls

Choose Chicago is an Equal Opportunity Employer