



Position: Client Services Coordinator

Employment Status: Exempt/full-time/salary

Reports to: Director of Sales

Salary: \$42,000 to \$47,000 + benefits including health insurance & 401K with company match

The Client Services Coordinator serves as the liaison between the meeting planner/client, explore Lawrence partners and departments, to the community. The coordinator will assist the sales department with contractual and service fulfillment needs and provide dedicated service support to small market groups. May also assist with leads, bid books, presentations, proposals, FAMs, sales missions, site visits, trade show promotions, and produce reports from CRM.

Responsibilities

- Provide dedicated service support to groups as assigned
- Monitor and coordinate administrative workflow of the Sales department.
- Assist with preparation of services and sales presentations.
- Compose correspondence, including service leads and itineraries.
- Coordinates and executes training of Extranet training for Lawrence hotels & event venues
- Utilize promotional tools, products, and services for incoming groups, meetings, and events to increase attendance and repeat group bookings to improve the economic impact on the destination.
- Manage ongoing partnerships with suppliers and partners and actively recruit businesses to support the needs of visitors and groups
- Conduct post-event reporting and schedule follow-ups for selling efforts to support the sales managers on repeat account efforts
- Input orders and schedule deliveries for clients & community partners
- Create event & meeting alerts to industry partners to notify them of upcoming group events
- Manage the city-wide calendar using CRM
- Create & manage local discount programs to offer visitors
- Maintain working knowledge of the organization's policies, procedures, and systems to manage invoices and expenses for the sales department.
- Utilizes CRM database to allow for effective and efficient communication and execution of services.
- Answers telephone and gives information to callers or routes call to appropriate person.
- Assists as needed with special projects and events

Required Skills/Experience:

- Four-year degree in a related field OR 2+ years of professional management experience in sales & management
- Exceptional interpersonal communication, relationship building, and customer service skills



- Understanding of database platform and reporting
- Strong knowledge of Lawrence & surrounding communities
- Ability to travel as necessary, such as attending trade shows, sales calls, etc. May require 10% of travel, nights & weekends may occur with this position
- Basic knowledge of administrative skills & experience
- Ability to manage multiple projects and resolve conflicts effectively
- Critical thinking and problem-solving skills, including the ability to propose & multiple successful solutions
- Strong communications skills (oral & written) and presentation skills

Desired Skills and Experience:

- A go-getter who takes pride in a job well done
- The ability to practice patience and persistence while training partners
- Experience in the tourism/hospitality industry
- Detail-oriented, methodical, and organized work style

The above is intended to describe the general content for the performance of this position. It is not to be construed as an exhaustive statement of responsibilities and duties.

Please send a cover letter and resume to Kim Anspach: kanspach@explorelawrence.com

Resume review will begin June 21. Resumes will be accepted until the position is filled.