

POSITION DESCRIPTION

Class Title: Meeting Services Scheduler
Department: Public Information/Tourism Department
Worker's Comp Group No.: 054
Date:

Job Code Number:
Grade Number: 8

GENERAL PURPOSE

Works to insure excellent customer service in responding to inquiries and scheduling meetings to be held in the Wytheville Meeting Center. Works closely with Assistant Director and other staff to insure that all customers' needs are met in a prompt and efficient manner. Responds to meeting/conference bid requests by contacting necessary businesses and retrieving information needed. Assists Director with marketing and public relations duties.

SUPERVISION RECEIVED

Works under the supervision of the Director of Public Information/Tourism. Works under the day-to-day supervision of the Assistant Director of Public Information/Tourism.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Works closely with the Assistant Director to respond to requests and in scheduling events at the Wytheville Meeting Center via in person, phone, and electronic mail. Utilizes Event Pro software to make client reservations, run reports, etc. Assists other staff with making sure that all client requests are met and carried out. Works with area hotels, caterers, and attractions in the development of proposals to respond to meeting/conference bid invitations.

Works with Director regarding marketing-related activities including direct mail campaigns, brochure development, sales calls, and tradeshow. Conducts all necessary preparation work and follow-up for these events.

Assists in organization of Town-related and/or tourism events, as instructed to by the Director.

Composes and edits press releases and newsletter articles for public information and tourism-oriented medias and publications.

Insures excellent customer service and communication in person, via telephone and email communications and through direct mail to local citizens, businesses and visitors.

Composes, types, and edits correspondence, reports, and other material requiring judgment as to content, accuracy, and completeness.

Receives the public and answers questions; responds to inquiries from visitors, businesses, citizens and others and refers, when necessary, to appropriate persons.

Operates listed office machines as required.

Works with other members of Public Information/Tourism Department on events/programs and other tasks as needed.

PERIPHERAL DUTIES

Other duties as may be assigned.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Graduation from a college or university with a bachelor's degree in marketing, communications, journalism, hospitality, public administration or a closely related field; and
- (B) Two (2) years of related experience; or
- (C) Any equivalent combination of education and progressively responsible experience, with additional work experience substituting for the required education on a year for year basis.

Necessary Knowledge, Skills and Abilities:

(A) Working knowledge of computers and electronic word processing; working knowledge of modern office practices and procedures; some knowledge of accounting principles and practices.

(B) Skill in operation of listed tools and equipment.

(C) Ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations.

Basic knowledge of the marketing principles involved in tourism promotion and public relations

Working knowledge of Microsoft Office software including Word, Excel, Access, and Publisher.

Ability to work with the public and fellow employees in a tactful manner; ability to understand and explain local regulations, ordinances, and statements of policy and procedure in writing and verbally.

TOOLS AND EQUIPMENT USED

Phone system; personal computer including word processing software; copy machine; postage machine; fax machine; calculator.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: _____ Approval: _____
Supervisor Appointing Authority

Effective Date: Revision History: March 6, 2015