

2120 – CLIENT SERVICES MANAGER

Position Reports to: Director/Assistant Director

Date: 10/98

Department: The Lakeland Center

Division: Client Services

JOB FUNCTION:

Performs supervisory work in Client Services Department overseeing Client Services staff, facility bookings, client contracts, and event coordination. Work is performed under the direction of the Director and Assistant Director and is reviewed through discussion, reports submitted and event results obtained.

ESSENTIAL FUNCTIONS:

1. Oversees the organization and coordinating of facility bookings, contracts, event coordination and client liaison, which will include meeting with meetings planners and clients and negotiating contracts and scheduling events.
2. Supervises the Client services staff, including training of same.
3. Oversees the organization and coordinating of site tours of the facilities with clients, which may also include responding to written and telephone requests for booking availability and room rates to clients.
4. Conducts presentations, distributing marketing packages and monitoring event-related planning activities.
5. Participates in the development of marketing sales plans to attract and acquire major conventions, trade shows and other business meetings, concerts, entertainment, banquets and sporting event.
6. Insures facility use, contracts, deposits, funds due, insurance certificates and related documents are completed and received in accordance with departmental policies and procedures.
7. Consult with meeting planners and provides information regarding capabilities of facilities, fees, restrictions and applicable policies and procedures.
8. Attends various trade shows and special conventions to market the facility.
9. Participates in the long-range efforts to increase economic development in the community and generate revenue for the City.

ADDITIONAL RESPONSIBILITIES:

1. Develops and maintains professional relationships with area and industry hospitality partners and clients.
2. Promotes a positive image for The Lakeland Center with all local, state and national media organizations and promoters.
3. Performs related work as required.

KNOWLEDGE, SKILLS & ABILITIES:

1. Knowledge of various public assembly facilities relative to scheduling event part-time staff, client event requirements, set-up, tear-down and move-out requirements.
2. Knowledge of convention sales, trade shows, sporting and entertainment events, public relations and marketing principles and practices and ability to perform these duties.
3. Knowledge of billing and invoicing practices.
4. Knowledge of philosophies, policies and objectives in booking and hosting events at The Lakeland Center.
5. The ability to work irregular, flexible, extensive hours including nights, weekends and holidays. Will be required to act as Duty Manager during event administration.

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6. Ability to communicate effectively both orally and in writing.
 7. Ability to supervise multiple areas including hiring, termination and fair employee practices and principles.
 8. Ability to maintain established working relationship with co-workers and the business community.
 9. Ability to plan, organize, schedule, coordinate and supervise activities of full time staff, part-time staff and oneself.
 10. Ability to budget a specific department relative to staffing and planning requirements.
 11. Proficient with computers as well as knowledge of or training in CAD Lite and USI management systems.

QUALIFICATIONS (EDUCATION, TRAINING AND EXPERIENCE):

1. Graduation from an accredited four year college or university with a degree in Marketing, Business Administration, Public Administration, Sports Administration, Commercial Recreation or related field.
2. Minimum of four (4) years experience in the public facility industry.
3. An equivalent combination of education and experience which is directly related to the foregoing specific requirements may be substituted.

SPECIAL REQUIREMENTS:

1. None.