

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT
(TOURISM AND CULTURE DIVISION –TOURISM AND CREATIVE INDUSTRIES SECTION - LOCATION – 28
JAMES ST. N. 2ND FLOOR)

TOURISM COORDINATOR – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Manager of Tourism and Creative Industries, the Tourism Coordinator will provide key coordination and administrative support functions for the Manager, Tourism sales team, sales clients, industry partners and the daily business operations.

GENERAL DUTIES

Provide coordination and administrative support for the Tourism sales team including the creation and preparation of print collateral materials - bid proposals, invitations, sales presentation materials etc.

Assist in the generation of sales for convention, meeting and sport sectors by following up on sales leads under the direction of the sales staff.

Coordinate and assist with the implementation of special promotional programs including site inspections, familiarization tours and local receptions on behalf of the tourism sales staff and their work plans.

Schedules appointments and arrange meetings, responds to inquiries, meet and greet unscheduled and scheduled clients with appointments, including the preparation and distribution of agendas, minutes and other materials, booking meeting rooms, arranging set-up of audio-visual equipment and food/beverages as required.

Responsible for tracking results of local sales promotions, sales missions and conversion of leads to sales in IDSS, the Customer Resource Management System for Tourism. Responsible for compiling results of confirmed conventions, meetings and sport events through materialization and post-event evaluation surveys. Complete and distribute statistical reports as required.

Coordination and administration of the convention, meeting and sport grant program.

Closely liaise with key industry partners, including the Hamilton Convention Centre, Core Entertainments, all hotels, venues, restaurants, attractions and hospitality partners as required on behalf of the tourism sales staff.

Represent Tourism Hamilton along with the sales team at identified industry and community functions.

Coordinates and arranges all travel arrangements for Tourism sales team as appropriate.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Demonstrated experience in the area of tourism, preference will be given to those who hold a Two Year Diploma in Travel and Tourism field or a combination of education and direct work experience.
2. Good working knowledge of the tourism sector in the City of Hamilton

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3. Must possess excellent grammar and spelling skills, report writing, communication, time management and organizations skills.
4. Strong customer service skills and demonstrated ability to interact professionally with tourism industry partners, management, elected officials, city departments and city staff, customers and clients and the general public with an acute sense of confidentiality and judgement.
5. Must possess initiative, good judgment and the ability to provide guidance and take a leadership role when necessary.
6. Must possess excellent computer skills with above average working knowledge of Customer Resource Management Systems, Microsoft Office XP Software (Microsoft Outlook Word, Excel, Access and PowerPoint).
7. Must be available to work evenings and weekends.
8. Preference will be given to applicants with progressive experience in a tourism industry office environment.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVERS LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

NOTE:

This position may be required to work nights and weekends, as well as staggered work hours to meet operational needs

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
