

<b>Position:</b> Sports Services Specialist	<b>This position will remain open until filled</b> <b>Remit Cover Letter and Resume to:</b> Fargo-Moorhead Convention and Visitors Bureau Attn: Kali Mork 2001 44 <sup>th</sup> St. South Fargo, ND 58103 kali@fargomoorhead.org
<b>Reports To:</b> Director of Sports	

**Summary:**

The Fargo-Moorhead Convention & Visitors Bureau is looking for a customer service oriented individual to help provide reservation and event services for sports clients and participants. The sports services specialist will work directly with the director of sports and other sports department staff to ensure the efficient operation of all housing bureau and sports event related services. The ideal candidate will possess an expansive desire for customer service as well as have a strong commitment to organization and detail.

**Essential Duties:**

*Event Services:*

- Attend meetings with sports clients to determine services CVB can assist with for their events
- Assist and potentially manage communications with sports clients on services needs
- Ensure all event services deadlines, both internally and externally, are met
- Print, disseminate and potentially create collateral for events such as banners, name badges and signs
- Manage other event services offered for qualified events
- Attend local events to ensure all FMCVB services are in place

*Housing Services:*

- Generate contracts with hoteliers for events utilizing housing bureau software
- Ensure hotelier responses in contracts are in accordance with initial lead
- Program event data into housing bureau software to create usable website link for attendees
- Answer housing reservations phone line and create housing reservations by entering data into housing bureau software
- Assist with handling any issues that may arise with customer reservations
- Promptly return voicemails left on housing bureau reservations phone
- Ensure reservations are being processed by hoteliers in an efficient and time sensitive manner
- Create and disseminate reconciliation reports for each event to hoteliers
- Help with monitoring hotel room blocks to ensure large numbers of blocks are not left unfilled
- Make necessary adjustments in software after receiving reconciliations back from hoteliers
- Assist with potential expansion of housing bureau software for courtesy rate events

*Other Functions:*

- Curate databases as needed
- Research and order promotional giveaways as directed by supervisor
- Other duties as assigned by supervisor or CEO as this is a malleable, newly created position

**Minimum Qualifications and Abilities:**

*Qualifications:*

- Bachelor's degree in business, hospitality and tourism management, sports management or similar
- Knowledge of Microsoft Office programs
- Customer service attitude
- Strong speaking/communication skills
- Knowledge of Adobe Creative Suite programs such as Illustrator, Photoshop and InDesign is preferred

*Abilities:*

- Handle stress in a proactive and efficient manner
- Multi-task

**Work Environment, Physical Requirements and Additional Information:**

*Work Environment:*

- Primarily indoors, office environment

*Physical:*

- Light lifting of up to 50 pounds
- Sitting and typing for long periods of time
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

*Hours:*

- Monday-Friday: Generally 8am-5pm with potential for some additional hours during peak reservation times
- Limited travel

*Compensation:*

- Entry-level but years of related experience will be taken into consideration as well