

CONVENTION SERVICES MANAGER (MEET ST LOUIS)

EXPLORE ST. LOUIS

AMERICA'S CENTER COMPLEX (St. Louis, MO)

Explore St. Louis is the sales and marketing organization responsible for selling and promoting St. Louis as a convention, meeting site, and leisure travel destination. Explore St. Louis manages and operates the America's Center Complex which includes the Cervantes Convention Center, the Dome at America's Center, the Ferrara Theatre, and the St. Louis Executive Conference Center.

Explore St. Louis is seeking a Convention Services Manager for its Meet St. Louis Department. The primary objective of this position is to understand the strategic meeting needs of our clients and develop a unique customer-focused service plan in the St. Louis community to support the needs of all groups assigned. The position reports to the Director of Meet St. Louis and will maintain a working knowledge of the Explore St. Louis organization, our product, our clients, and partnership base. Essential Duties and Responsibilities of this position include the following:

- Serve as an ambassador for Explore St. Louis in support of successful conventions and meetings in the local community.
- Be available to speak and present in front of groups and extend a high level of hospitality and service to our clients, guests, and our partners.
- Arrange and conduct client planning visits to include city tours, multiple hotel visits, venues for off-site events, tours for convention delegates, destination experiences, and charitable endeavors.
- Manage strong partner relationships and maintain personal awareness of vendor and supplier resource opportunities.
- Collaborate with and act as a liaison between company departments and the Saint Louis hospitality community to ensure successful execution of functions for conventions and meetings.
- Conduct hotel and/or city-wide pre-convention meetings.
- work with clients to monitor convention performance in areas of attendee registration and hotel pick-up. Assist in developing opportunities to address critical performance issues in areas of focus in advance of the convention/meeting start date.
- Travel as necessary to attend annual business trips.
- Maintain a varied work schedule according to client needs and work scope.
- Maintain ability to work a flexible schedule to include nights, weekends, and holidays.

The successful candidate will have a bachelor's degree from a four-year college or university, or five to seven years related experience and/or training; or equivalent combination of education and experience. Must be able to obtain and keep a valid driver's license. Must also possess a knowledge and appreciation of St. Louis plus knowledge of the hospitality industry, convention, or tourism business. Hotel and event planning experience preferred.

Apply on our URL at <https://explorestlouis.com/job-opportunities-internships/> or email a resume and cover letter to jobs@explorestlouis.com . Please include your cover letter and resume when applying online. NO PHONE CALLS! EOE.

Explore St. Louis has a mandated COVID-19 vaccination policy for all employees. Pre-employment testing includes drug screening and a criminal background check. Applicants must be United States citizens or legal residents of the United States.

Diversity, Equity & Inclusion Statement: Explore St. Louis values diversity and we are committed to creating an inclusive environment for all employees. All employment decisions are based on business needs, job requirements and individual qualifications, without regard to race, color, religion, sex, pregnancy, age, national origin, physical or mental disability, past or present military service, marital status, gender identification or expression, medical condition or any other protected characteristic as established by law.