

PARTNERSHIP SERVICES COORDINATOR

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 Partnership Services Coordinator. This person will provide administrative support to the department by gathering information and acting as a liaison in providing assistance to partners, maintaining working relationships, and assisting with partner account development and follow-up. Some essential duties of this position include the following:

- Assist departmental staff with administrative operations to include maintaining partner account and financial filing systems, generating reports / billing statements, typing correspondence, and generating member service leads.
- Distribute Partnership mailings and digital communications, process departmental invoices for payment and maintain billing records, record dues payments and services rendered and manage partner data.
- Assist department staff with partnership data and services for promotional efforts including events and the Official *St. Louis Visitors Guide*.
- Assist with Partnership retention by contacting current and delinquent partners. Follow up with partners to provide all necessary information.
- Maintain partner information in the CRM. Obtain necessary information to complete account data.
- Work a flexible schedule including occasional evenings and weekends to service events.

The ideal candidate should possess strong organizational skills and maintain proficiency in project management and time prioritization. Excellent verbal and written communication skills are critical. Must demonstrate attention to detail along with the ability to juggle multiple tasks and deadlines. Associates Degree or 1 – 3 years' related experience is preferred. Proficiency in MS Outlook, Word and Excel, plus ability to learn and utilize CRM system (Simpleview) is required. Knowledge of the St. Louis area and hospitality industry is preferred. Strong administrative skills are essential.

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.