

**MONTEREY**  
**Monterey County Convention**  
**& Visitors Bureau**

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**Job Title:** Group Administrative Coordinator  
**Reports To:** Director of Strategic Client Services  
**Department:** Group Sales and Services  
**Job Status, Classification:** Regular Full-time, Non-Exempt

## JOIN OUR TEAM

*The Monterey County Convention & Visitors Bureau (MCCVB) is the destination marketing organization for Monterey County, including the cities and areas of Monterey, Carmel-by-the-Sea, Carmel Valley, Pacific Grove, Seaside, Sand City, Marina, Salinas, Moss Landing, Salinas Valley and Del Rey Oaks, as well as world renowned assets like the Monterey Bay Aquarium, the epic Big Sur coastline, Monterey wine country and iconic Pebble Beach. Our vision is to inspire the world to experience our extraordinary destination and our mission is to drive business growth through compelling marketing and targeted sales initiatives that maximize the benefits of tourism to our guests, members and community.*

We are looking for dynamic individuals to join our team of passionate Monterey ambassadors. We work together with our community stakeholders on strategy and vision with integrity, accountability and leadership to reach our stated goals.

### Position Summary

The Group Administrative Coordinator provides clerical support to the group sales team including data entry and logistics planning and execution of sales activities.

### Functions and Responsibilities

- Provides clerical support for Regional Sales Executives (RSE) including entering contacts, accounts, Cvent leads in the database
- Assists with group Requests for Proposals (RFPs) follow up
- Provides support for Tour & Travel tradeshow planning and execution.
- Assists in the coordination of FAM itineraries.
- Generates sales reports for RSE's and account production reports as needed
- Provides telephone and email coverage, general office and mail / shipping coordination
- Enters, updates and maintains database information with integrity and accuracy
- Assists with data entry of new companies and accounts, develops target lists and customer profiles to assist with business development efforts
- Assists in coordination of sales events by preparing presentations, shipping sales materials, client RSVP follow up and reconfirming details with vendors
- Communicates with customers, on-property hotel sales managers, hotel sales support staff, regarding leads, Extranet access/updates and troubleshooting
- Handles incoming requests from clients and hotels
- Coordinates inventory and ordering of collateral
- Contributes to our safe, positive, harmonious and healthy work environment

**Supervisory Responsibility**

This position has no supervisory responsibility.

**Other Duties**

Please note this job description does not cover or contain all responsibilities, activities, or duties that are required of the team member for this job. Duties, responsibilities and activities may change at any time with or without notice at the discretion of the supervisor.

Reasonable accommodations may be made to enable individuals with disabilities to perform the functions and responsibilities.

**Desired Competencies and Expectations**

- Time management skills with strong ability to multi-task
- Ability to prioritize and balance multiple projects simultaneously
- Professional written, verbal communication and interpersonal skills
- Ability to develop and maintain strong relationships with all customers and stakeholders
- Superior proofreading skills and attention to detail
- Results driven, proactive and able to work independently and in groups
- Ability to thrive in a fast-paced work environment
- Ability to execute tasks and oversee projects with minimum amount of supervision
- Ability to work under pressure and maintain professionalism
- Ability to recognize and maintain confidentiality of information.
- Must maintain professional conduct with members, clients and in the business community
- Must maintain excellent attendance record
- Must work special events as assigned

**Preferred Education and or Experience**

- Knowledge of Monterey County product and assets
- Proficiency using a CRM or similar database system
- Experience in the hospitality or meetings industry
- Valid Drivers License and reliable transportation
- Working knowledge of computers including Microsoft Office software and Windows operating systems.

**Additional Eligibility Qualifications**

None required for this position.

**Work Environment**

This job operates partly in a clerical office setting. This role routinely uses standard office equipment such as computers, phones, copiers, and filing cabinets. The position includes frequent traveling to industry events and other sales activities and locations where the environment may vary.

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**Physical Demands**

This is partly a sedentary role; some filing and moving around within the office is expected. This role requires the ability to lift and carry items up to 30 pounds, open filing cabinets and bending or standing frequently as necessary. The position may include traveling by car and or plane; extended periods of standing or sitting are expected.

**Position Type/Expected Hours of Work**

This is a full-time position. Days and hours of regularly scheduled work are Monday through Friday, 8:30 a.m. to 5 p.m. PST. Evening and occasional weekend work is anticipated including travel time for activities.

**Travel Expectation**

It is possible for the person in this role to travel within Monterey County at least 10% of their work time.

To be considered for this position, please submit a Cover Letter and your resume to [HR@SeeMonterey.com](mailto:HR@SeeMonterey.com)