



## California's year-round playground

**Job Title:** Membership Sales and Services Manger

**Department:** As Assigned

**Reports to:** CEO/President

**FLSA Status:** Non Exempt

**Salary:** \$16-\$19 Hourly

### **SUMMARY**

Professional, high energy, dynamic and self-motivated Membership Sales and Services Manager to join our dynamic team at the Fresno/Clovis Convention & Visitors Bureau. Responsibilities include new membership sales, ad sales and sponsorship sales to new and existing members.

Under the direction of the Director of Operations, this position will be responsible for coordination of FCCVB membership activities with strong emphasis on growing membership base through sales. Daily action plan will include sales visits to recruit new member accounts and face to face visits with current members for servicing and relationship building.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** *(include but are not limited to the following)*

- Identify prospective FCCVB members and implement sales plan.
- Develop sales strategies to communicate the value of membership to perspective members
- Develop sales activity metrics and standards with Director of Operations
- Have a strong working knowledge of Fresno County as a destination
- Work with Director of Operations to strengthen member retention
- Represent the FCCVB in a positive and professional manner
- Other duties as assigned by Director of operations
- Identify prospective Bureau members and implement a monthly sales plan
- Develop a thorough understanding of the various FCCVB membership benefits and look for new additional benefits.

## **SUPERVISORY RESPONSIBILITIES**

Exercises no supervision responsibility.

## **ESSENTIAL QUALIFICATIONS**

### **Knowledge of:**

- Organizational skills in market research development products and presentations.
- General Office Operations, policies, and procedures.
- Communication skills in working with people.
- Principles and practices of budget development and administration.
- Knowledge of social media and communication aspects of Facebook and Twitter.
- Excel Microsoft Program
- Principles and practices of business letter writing.
- Principles and procedures of record keeping.
- Principles and techniques used in dealing with the public.
- Automated programs including word processing, spreadsheet, and data base applications.
- Mathematical principles.
- Safe driving principles and practices.

### **Ability to:**

- Perform responsible, confidential and difficult administrative work involving the use of sound independent judgment and personal initiative.
- Interpret, apply, and explain pertinent Federal, State, and local laws, codes, and regulations.
- Work independently in the absence of supervision.
- Understand the organization and operation of the FCCVB and of outside agencies as necessary to assume assigned responsibilities.
- Respond to questions from the public and FCCVB personnel regarding policies and procedures for the assigned area. Analyze situations carefully and adopt effective courses of action.
- Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations
- Provide indirect supervision and training.
- Communicate clearly and concisely, both verbally and in writing.
- Maintain highly confidential work.
- Perform mathematical computations quickly and accurately.
- Establish, maintain, and foster positive and harmonious working relationships with co-workers and clients.

## **EXPERIENCE AND EDUCATION GUIDELINES**

### **Experience and/or Education:**

- Minimum three years outside sales experience.
- Membership sales and membership based organization experience preferred.
- Excellent presentation skills.
- Experienced with Microsoft Office Suite and database programs;
- Excellent organizational and follow-up skills.
- Excellent communication skills both verbally and written.
- Ability to work successfully with Bureau staff.
- Must be a team player.

### **License or Certificate:**

Possession of a valid California driver's license and the ability to be insurable under the FCCVB's automobile insurance plan at the standard rate.

### **PHYSICAL DEMANDS**

- Ability to sit for prolonged periods of time
- Ability to work weekends

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The position requires prolonged sitting, standing, walking, reaching, kneeling, bending, and stooping in the performance of daily activities. Also required are grasping, repetitive hand movement, and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, papers, and documents weighing up to 25 pounds is also required.

### **WORKING ENVIRONMENT**

The work environment characteristics described are high volume and fast paced. Employee must have the ability to work with a diverse population and in a standard office environment. Reasonable accommodation may be made to enable individuals with disabilities to perform essential function