

Breckenridge Tourism Office

Group Services Coordinator & Information Specialist Job Description

POSITION TITLE: Group Services Coordinator & Information Specialist

FULL-TIME, HOURLY: 32-40 hours/week. Splits schedule between fulfilling group service needs as first priority, Breckenridge Welcome Center (BWC) as secondary, and administrative time as needed. Schedule will ebb and flow seasonally to satisfy group demand periods and BWC needs as determined by Sr. Director of Community Affairs. Pay range: \$23-\$25/hour dependent on experience, plus reservation commissions and a bi-annual \$2 retention bonus paid for each hour worked in the BWC.

REPORTS TO: Sr. Director of Community Affairs; Works closely with Group Service Administrator & Coordinator for group service fulfillment and BWC Manager to ensure schedule coordination for BWC shifts.

POSITION SUMMARY: The Group Services Coordinator & Information Specialist will become an expert on local offerings and reservations to provide exceptional service for visitors through the BWC, in addition to the primary responsibility of fulfilling service needs for determined groups visiting Breckenridge and growing value to the BTO's group planning partners. This role will cultivate relationships with local group/conference planners to compliment existing services and provide an added layer of support enriching the Breckenridge guest experience, leaving them with a strong desire to return.

ESSENTIAL DUTIES + RESPONSIBILITIES

- Constant coordination and communication with Group Service Administrator & Coordinator, property group/conference planners, and group organizers to ensure seamless process for group service need fulfillment
 - Eagerly reserves activities, dining, and on-ground transit for groups
 - Other fulfillment examples: Staffing BTO table at group events, providing short welcome speeches at group receptions, etc.
- Proactively assisting and providing groups the pre and post arrival resources to improve their experience and advance BTO destination management initiatives
- Develops processes and standard operating procedures for group service fulfillment
- Weekly reporting of group activity, planning, and fulfillment to CAS Sr. Director
- Fulfill all duties of BWC Information Specialist when working in the BWC (attached)
- Other duties and special projects as assigned

ESSENTIAL SKILLS + TRAITS

- Service-centric attitude to ensure guests feel welcome and well prepared ahead of and during their visit
- Flexibility and adaptability in schedule and tasks. The needs from this position will vary throughout the year between group service and the BWC, so routines and assignments will rotate frequently
- Exceptional communication, collaboration, and organizational skills are a must. This position requires coordination between numerous entities for multi-day events
- Outgoing, welcoming demeanor. Comfortable with public speaking and working with diverse groups
- Tech-savvy. Must be knowledgeable using: Microsoft Outlook, Excel, multiple POS systems, reservation software, and more

TEAMWORK

- Work as a positive, proactive team leader and team player within BTO and Breckenridge Community
- Assist other BTO departments as necessary
- Keep CEO/organizational leadership promptly informed of all problems, opportunities or unusual matters of significance so that appropriate action may be taken
- Ensure positive, productive working relationships with peers in the community among other professional organizations.
- Contributes to staff meetings and attends organizational events as requested/reasonable.
- Proactively informs management and/or affected departments if deadlines cannot be met and organizational flow could be compromised.

PROFESSIONAL STANDARDS + ETHICS

- Perform all duties and responsibilities in a timely and effective manner in accordance with established company policies
- Model professional standards for team – accountability, professional and accurate correspondence, timely and complete responses, professional demeanor, respectfulness.
- Exemplify standards and ethics as defined by the BTO team.
- Represents the BTO and the community in a professional and enthusiastic manner at all times.
- Effectively perform other duties as assigned.
- Continually expands knowledge and skills related to the job.
- Is fully accountable while working remotely.

Breckenridge Tourism Office is an equal opportunity employer (EOE), and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.