

# Part-Time Hospitality Coordinator

FSLA Status: Non-Exempt

## General Definition of Work

Oversees the development, coordination, and execution of superior customer service and volunteer strategies. Works closely with businesses and marketing members of the City of Westfield and the Chamber of Commerce for the promotion of tourism. Markets the City of Westfield as a year-round destination. Works with external consultants and partners in various departments within the City to achieve Communications goals. Leverages business and internal/external networking to achieve success.

Performs advanced research and compiles and analyzes data on communication initiatives throughout the city. May supervise other associates. Work is performed under the limited supervision of the Director of Communications. Hours for this position are 25 hours weekly, Monday through Friday, and some weekend availability.

## Qualification Requirements

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.*

## Essential Functions

Develops a strategic Hospitality plan to achieve City goals.

Coordinates City hospitality marketing materials within local businesses.

Manages all volunteer contacts for utilization at City events.

Trains volunteers and internal employees on current hospitality practices.

Creates internal training materials for new hospitality initiatives and projects.

Works to create a positive memorable experience for Westfield's visitors.

Works collaboratively with the Chamber of Commerce and the Hamilton County Convention and Visitor's Bureau on certain initiatives.

## Knowledge, Skills and Abilities

Thorough knowledge of hospitality and tourism best practices; general knowledge of City services and departmental programs; general knowledge of modern principles, practices and techniques of professional communication; thorough knowledge of writing, editing and printing techniques; ability to promote public awareness of City attractions and facilities; ability to communicate effectively; ability to establish and maintain effective working relationships with employees, external vendors and the general public.

## Education and Experience

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Bachelor's degree in hospitality/public relations/communications/media or related field and experience with coordinating large sporting events or tourism promotion.

## **Physical Requirements**

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions, frequently requires walking and occasionally requires standing, stooping, kneeling, crouching or crawling, reaching with hands and arms and pushing or pulling; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

## **Special Requirements**

Valid driver's license in the State of Indiana