



****JOB OPPORTUNITY in Charlotte, NC****

Position Available:

Housing Account Coordinator

Qualified candidates, please send resumes directly to lori.janssen@conferencedirect.com

About ConferenceDirect:

ConferenceDirect is one of the world's leading event management and hospitality services firms. We help clients save time and money by securing the best hotel accommodations, meeting space, conference venues, and hospitality services available at the most favorable terms possible. For more than 19 years, we've been passionate about achieving better results for our clients.

See more at our website: <http://conferencedirect.com/>.

Job Summary:

The ideal candidate is an energetic, forward-thinking and creative individual with high ethical standards and an appropriate professional image. The Account Coordinator reports directly to the assigned Account Manager and will be responsible for overall account support of all ConferenceDirect clients and attendees. Including but not limited to, answering inquiries from both clients and their attendees via phone, email, and fax. Creation of reports and other administrative tasks on behalf of ConferenceDirect account management and our Clients as needed. The position entails considerable interaction with clients, team members, and other departments within ConferenceDirect. Significant travel, both domestic and international, may be required.

Responsibilities:

- Participate in the planning & managing of online hotel reservation sites & events
- Inventory management of group blocks for citywide conference and meetings
- Establish relationships with participating hotels and clients
- Provide clients reports and information at desired intervals
- Coordinate staff / concessions reservations & reports with the client
- Completion of hotel audits and finalizing group pickup, rebates and commissions.
- Assist in the fulfillment of all project tasks and goals
- Provide onsite registration and housing support as needed
- Development and execution of an effective project plan
- Provide backup support to the Housing Account Manager when traveling / out of the office
- Provide overflow support to the Contact Center as follows
 - Process inbound hotel and registration calls.
 - Facilitate outbound call projects as needed (billing, sales, informational)
- Think strategically about new and inventive ways of servicing our clients
- Process inbound emails and respond to customer questions.
- In conjunction with the Account Manager, provide on call support during the "onsite" portion of your clients' meetings.



- Assist with the creation of Housing final reports
- Assist Housing Account Manager & Director of Housing Services in the closing & billing of groups.
- Additional responsibilities beyond what is listed above may also be required as needed.

Minimum Qualifications:

- Bachelor's degree or equivalent practical experience
- Experience managing hotel inventory and interacting with group blocks
- Ability to communicate intelligently and effectively both in person and over the phone
- Strong organization and time management skills

Preferred Qualifications:

- Experience working with Lanyon Passkey or similar event housing tools
- Ability to keep organized and clearly communicate across a fast paced team
- Critical thinker/problem solver who can break down complex activities to attainable project tasks
- Able to work across organizations and business functions

Note: This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.