

Housing Account Coordinator

About ConferenceDirect

Headquartered in Los Angeles, California, 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 15 years, we've been passionate about achieving better results for our clients. The position of Housing Account Coordinator is open within our Housing and Registration division located in Charlotte, NC.

Job Details

Title	Housing Account Coordinator
Department	Housing & Registration
Reports to	Director of Housing Services

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.

Minimum qualifications

- BA/BS 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 needed.

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.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

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DETAILED ROLE AND RESPONSIBILITIES

Responsibilities include:

- 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.
- Keep calls and emails on task and ensure efficient use of call handle time.
- Demonstrate effective questioning/listening skills when speaking with customers and third parties.
- Maximize productive time, manage work queues and ensure multiple calls are made when appropriate.
- Track Project tasks and completions in Asana
- Respond to escalated issues assigned by the Contact Center
- 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.

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