Atlanta Convention & Visitors Bureau  
Job Description

Position: Manager, Membership Events  
Department: Membership (01)  
Exemption Status: Exempt  
Position Reports to: VP, Business Development & Corporate Events

General Description  
The manager, membership events is responsible for the budgeting and scheduling of all programs and activities that involve member participation. This includes management of event information in CRM.

Responsibilities (include, but are not limited to)

Events
• Coordination for member events (scheduling, room set-up, vendors/sponsors, registration, programing and topic selection, etc.)
• Maintain events calendar for Member Orientation, Industry Briefing, Connect and FMO Training
• Secure sponsor and trade agreements
• Oversee events registration in CRM
• Maintain activity records in CRM
• Oversee Bureau Buddies volunteer program
• Manage project reports (total revenue, expense, in-kind, sponsorships, etc.)
• Track use of member benefits and encourage participation in events
• Assist with annual events (Annual Meeting, Hospitality Hall of Fame, Battle of the Bottles, etc.)
• Quarterly assign membership committee mentors

Other Related ACVB Activities
• Assist membership department with servicing of existing ACVB member accounts
• Assist with updating ACVB publications
• Document all account details and activity in CRM
• Attend ACVB, member, and hospitality related events as directed
• Maintain active participation with assigned professional organizations
• Provide additional support to department projects and related ACVB programs as directed
• Stay up-to-date with hospitality industry trends

Qualifications
• Education
  o Minimum high school diploma or equivalent; college degree strongly preferred
• Work Experience
  o Minimum 2 years of experience in events; hospitality industry experience preferred
• Knowledge, Skills and Abilities
  o Strong communication skills (oral and written)
  o Strong sense of time management with the ability to take initiative, work well under pressure and meet deadlines
  o Proficient in Microsoft Office and CRMs
  o General knowledge of Atlanta's hospitality industry with an emphasis on the hotel inventory in the Downtown, Midtown and Buckhead areas
Core Competencies (areas reviewed in annual performance evaluation)

- Communication skills
- Problem solving
- Teamwork
- Customer service
- Management

Additional Information

- Work hours
  - Monday – Friday (Moderate early morning, late evening, and weekend work)
- Work environment
  - Standard, temperature controlled office environment with moderate, office noise level
  - During site-visits and events work environment changes depending on location: special event venue, restaurant, attraction, etc.
- Physical requirements - The physical demands described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Where applicable, reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.
  - Moderate lifting up to 25 lbs (items may be separated to reduce weight)
  - Position requires moderate amount of walking/standing during related sales activity
  - Position requires moderate amount of driving to members for site visits and ACVB related events
- Travel
  - 0 to 10% (Some local travel to special events venues)

Last update: 11/30/16