

City of Fort Worth, Texas Job Description

Classification Title	Sales Associate		
Job Code:	CL5200	Job Family:	Clerical
Pay Grade	508	Date Reviewed:	06/03/15
FLSA Status	Nonexempt	Date Revised:	

GENERAL SUMMARY

Performs administrative and technical support to City department. Assists booking process for public and private events. Provides customer service support on behalf of the City and Fort Worth Convention & Visitor's Bureau (FWCVB).

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Assists clients and event planners with site tours, insurance and license agreements, facility rental payments, bid proposals, contractual terms including lease agreements, and booking guidelines and rates for conventions, meetings, and trade shows.
2. Provides facility usage information, which includes including building capacity, technical services and facility guidelines and regulations such as fire codes, health regulations, security requirements and food and beverage requirements.
3. Reviews and verifies client references regarding research event history, press coverage and past attendance. Processes and maintains client files, forms, statistical and monthly reports and other related documents.
4. Coordinates and assists with third party vendor functions. Provides set-up, needed equipment, decorators, staging, catering, move-out, and etc.
5. Prepares cost estimates, equipment, space availability, room arrangement, and staff needed information to clients.
6. Attends events and trade shows to generate new leads for the City, Fort Worth Convention & Visitor's Bureau (FWCVB).
7. Provides post surveys and evaluation forms to clients and distributes findings report.
8. Verifies and receives rental payments from client; maintains receipts and outstanding balances for all services rendered.
9. Assists with the preparation of client gifts and appreciation functions such as dinners, parties, and networking events.
10. Monitors and ensures successful facility utilization to maximize facility usage.
11. Performs other related duties as required.

12. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**

- Operational characteristics, services and activities of a public events facility.
- Principles and practices of public events arrangements and procedures.
- Efficient and safe techniques in facility management.
- Methods, techniques, procedures, and practices of marketing, advertising, and promotions.
- Policies and requirements of food and beverage handling, traffic, safety, signage, and distribution of literature per city code.
- Facilities and services provided by the City of Fort Worth and Fort Worth Convention & Visitor's Bureau (FWCVB).
- Meeting planner event requirements as they relate to the city, hotel and facility selection and to the service personnel of these facilities.
- Administrative aspects of convention center sales and leasing.
- Travel industry and its components, to include local visitor attractions.
- Modern office equipment including computers, and supporting word processing and spreadsheet applications.

- **Skill in:**

- Planning and prioritizing.
- Observation and decision-making.
- Organization and time management.

- **Ability to:**

- Communicate clearly and effectively, both orally and in writing.
- Evaluate and respond to the needs of the client to provide quality customer service.
- Interpret, follow and apply departmental policies and procedures.
- Participate in the development and administration of division goals, objectives and procedures.
- Prepare clear and concise administrative and financial reports.
- Communicate clearly and effectively both verbally and in writing.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Research, analyze and evaluate new public events methods and techniques for more efficient operation.
- Interpret and apply Federal, State and local policies, laws and regulations.
- Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

Associate's degree from an accredited college with major course work in Business Administration, Business Management, Marketing, Public Relations, Hotel Management or a related field and two years of responsible experience involving clerical and administrative functions in a sales, promotion and/or advertisement capacity.

OTHER REQUIREMENTS

Valid Texas driver's license; depending on work assigned.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.