

JOB DESCRIPTION

Destination Services Manager

(The information included in this document is considered confidential and proprietary to Koncept Events)

Koncept Events' (KE) is a full service Destination Management Company (DMC) with services which include, but are not limited to, event design and décor, entertainment, airport transportation to/from hotel, tours & excursions, offsite venues, conference management, staffing and teambuilding activities for Corporate Clients.

JOB OBJECTIVE:

The Destination Services Manager is responsible for logistical oversight of all proposal research and development. This includes, but is not limited to, transportation services, entertainment, tours, activities, teambuilders and other event services. He/she manages the team of Destination Guru's who are assigned to sales teams in order to help produce proposals, as well as managing the continued implementation of the Eved Cloud-based proposal software system. Must be an experienced, take charge professional with the ability to manage people and event logistics in support of the Sales, Creative and Operations teams in a busy events environment. Must be able to anticipate project needs, discern work priorities, and meet deadlines with little supervision, and be willing to work occasional evenings and weekends. The Destination Services Manager should have a love for special event management, provide outstanding customer service, be an enthusiastic professional, and be able to build relationships with internal and external customers.

The DSM reports directly to the Director of Operations.

SUMMARY OF DUTIES & RESPONSIBILITIES:

- Oversee and manage all transportation services – including pricing for proposals, managing shuttle planning, working directly with transportation suppliers, updating tariff's yearly and training of transportation procedures
- Manage Destination Services Team performance – managing deadlines, quality work product and contributing to the KE 2.0 Experience
- Develop & maintain vendor tariffs within Eved. Various tariffs to include, but are not limited to, tours, transportation, restaurants, venues.
- Manage new vendors + vendor meetings/presentations
- Continually work to find new opportunities for tours/activities, restaurants + venues to be “fresh” within the marketplace
- Contribute to RFP development
- Assist with proposal entry into EVED
- Maintain Frequently Used Vendor list and Destinations folder
- EVED SME (subject matter expert) - Oversee all new employee training for the software, maintain and develop process documents for all job roles, continue development of product catalog and act as liaison between Eved Corporate and KE.

REQUIREMENTS:

- College education and minimum of 5-7 years of work experience in Destination Management. Program management at a DMC is preferred.
- Must be proficient in Microsoft Office applications, including Word, Excel and Outlook.
- Strong writing and interpersonal skills necessary. Flexibility is a must.
- Deadline oriented, analytical, driven, organized. Multi-tasking and self-motivation skills are essential.
- Elevated knowledge of DMC functions, including, but not limited to creative décor, transportation, tours, event logistics and planning.
- Knowledge and understanding of the Eved platform is not required, but desirable.
- Must be a self-starter and possess a positive work ethic for a fast-paced and growing company.
- DSM must sign a Confidentiality & Nondisclosure Agreement and Restrictive Covenant.

Additional Information

Salary: Based on experience and merit

Type: Full-time

Benefits: Health Benefits, 401K, Cell Phone Allowance, Sick and Vacation time off