

**Job Title: Tourism Sales Manager**

**Department: Tourism**

**Reports To: Senior Director of Communications & Tourism**

**FLSA Status: Exempt**

**Prepared Date: May 2019**

**Summary:**

The tourism sales manager reports to the Senior Director of Communications & Tourism and his/her primary responsibilities are to educate the tour and travel industry about Tucson as a leisure destination, connect clients with appropriate hoteliers, attractions and member resources, assist with booking tour and travel business and track and measure results.

**Essential Duties and Responsibilities:**

- Develop and implement an annual sales and marketing plan for assigned markets.
- Regularly solicit tour and travel business; track and measure results.
- Participate in tradeshow and sales missions; promote and identify opportunities for Tucson and southern Arizona, follow-up with all clients in a timely manner and track interactions in the Customer Relationship Management (CRM) system.
- Conduct familiarization trips and site inspections; develop itineraries and escort as needed.
- Assist with itinerary building and provide welcome support for clients through personal attendance and promotional items.
- Leverage product support and co-op campaigns to drive measurable business to Tucson.
- Collaborate with tourism team to develop an online destination training program for industry professionals.

**Additional Responsibilities:**

- Work closely with the Arizona Office of Tourism and state DMO colleagues on a cooperative program of work when appropriate.
- Maintain professional and positive relations with local hotels, attractions and hospitality industry partners.
- Other duties as assigned.

**Competencies:**

- **Computer Skills** – Working knowledge of Microsoft Office, the internet and web-based applications.
- **Organizational Support** – Follow policies and procedures; complete tasks accurately and on time; support organization's goals and values.
- **Ethics** – Treat people with respect; keep commitments; inspire the trust of others; work with integrity and ethically; uphold organizational values.
- **Teamwork** – Balance team and individual responsibilities; exhibit objectivity and openness to others' views; give and welcome feedback; contribute to building a positive team spirit; put success of team above own interests; support everyone's efforts to succeed.
- **Professionalism** – Approach others in a tactful manner; react well under pressure; treat others with respect and consideration regardless of their status or position; accept responsibility for own actions; follow through on commitments.

- **Problem-solving** – Identify and resolve problems in a timely manner; gather and analyze information skillfully; develop alternative solutions; work well in group problem solving situations.
- **Oral Communications** – Speak clearly and persuasively in positive or negative situations; listen and get clarification; respond well to questions; participate in meetings.
- **Adaptability** – Adapt to changes in work environment; manage competing demands, change approach or method to best fit the situation; ability to deal with frequent changes, delays or unexpected events.

**Experience & Education:**

- Bachelor's degree – preferably in a field related to the position.
- 2+ years of related experience

**Compensation & Benefits:**

- This is a full-time exempt position that will require travel and work on nights and weekends. Scheduled hours will vary.
- Compensation is flexible and is commensurate with experience.

**Additional Criteria:**

- Visit Tucson may request to contact a minimum of three professional references prior to applicant being considered as a finalist.
- Finalists for the position may be asked to complete a writing test and language assessment.
- Visit Tucson requires all new employees to submit to drug testing and background checks prior to being hired. Applicants that are unwilling to submit to drug testing and background checks need not apply.

Please note that due to the typically high volume of applicants it is not possible for Visit Tucson to respond to everyone that applies. Please do not follow-up with Visit Tucson directly to check on the status of your application. If you are selected as a potential finalist, you will be notified via the email address you provide through indeed.