

ADMINISTRATIVE COORDINATOR (CONVENTION SERVICES)

EXPLORE ST. LOUIS

AMERICA'S CENTER COMPLEX (St. Louis, MO)

Explore St. Louis is seeking a detail-oriented, experienced and highly proactive administrative Coordinator to join our Convention Services (Meet St. Louis) team. This position provides critical administrative support to our department staff and assigned groups to provide exceptional support and ensure the smooth operation of meetings + events and client engagement programs. In this role, you will maintain a working knowledge of our organization, clients, partnership base and the St. Louis Hospitality Community. Some essential job duties of this position include the following:

- Perform all administrative tasks including special projects. Provide support for department staff.
- Manage department billing functions to include purchase orders, check requests, record retention, budget reconciliation and operating statement review.
- Assist with handling incoming department calls. Provide assistance to internal + external partners, clients and meeting attendees as needed.
- Serve as a liaison to coordinate the Explore St. Louis Welcome Program and communicate program details. Coordination will include creating project schedules for the creation and installation of banners, airport signage and amenities; and ordering of all materials needed to execute the Welcome Program.
- Create and disseminate department communications and business reports.
- Execute the booking turnover form process for city-wide conventions and special programs. Distribute turnover forms + reconciliation lists.
- Update the convention calendar with department Manager assignments and distribute to internal partners monthly.
- Act as direct liaison for business support services to include department equipment and supplies, CRM database, deliveries and mailings.
- Maintain inventory of department supplies, amenities, and client kits.
- Maintain the department calendar.
- Provide support for city-wide convention and hotel pre-conference meetings to include sending meeting invitations, managing meeting attendance responses, food + beverage orders, support materials and attending meetings as needed.
- Manage and update the department resource library.
- Assist the department Director in preparation for the annual budget process.
- Perform miscellaneous duties as assigned by management.
- Work a flexible schedule as needed to include nights, weekends and holidays.

Our ideal candidate will possess a high level of administrative skills and attention to detail, plus a working knowledge of MS Office software (Outlook, and Word/Excel). Associates degree or 3 to 5 years' related experience is required. Knowledge of the St. Louis hospitality industry and experience with CRM systems (i.e. Simpleview) is preferred. Strong multi-tasking and organizational skills plus the ability to establish active communication and engage with team members + clients is critical. Effective problem-solving and customer service skills with a commitment to excellence are essential.

If you are passionate about delivering outstanding service and thrive in a fast-paced, dynamic environment, then we invite you to join our team. Your skills and commitment will be celebrated, and you will have the opportunity to help create amazing experiences for our guests and clients. Apply on our Explore St. Louis Jobs URL or email a resume and cover letter to jobs@explorestlouis.com . Please include your cover letter and resume when applying online. NO PHONE CALLS! EOE.

Explore St. Louis is the sales and marketing organization responsible for selling and promoting St. Louis as a convention, meeting site, and leisure travel destination. Explore St. Louis manages and operates the America's Center Complex which includes the Cervantes Convention Center, the Dome at America's Center, the Ferrara Theatre, and the St. Louis Executive Conference Center.

Diversity, Equity & Inclusion Statement: Explore St. Louis values diversity and we are committed to creating an inclusive environment for all employees. All employment decisions are based on business needs, job requirements and individual qualifications, without regard to race, color, religion, sex, pregnancy, age, national origin, physical or mental disability, past or present military service, marital status, gender identification or expression, medical condition or any other protected characteristic as established by law.