

JOB DESCRIPTION



JOB TITLE: Convention Travel Coordinator

EMPLOYER: National Honorary Beta Club

DEPARTMENT: Convention Department

REPORTS TO: Director of Convention and Leadership

LOCATION: National Beta Club Office - 151 Beta Club Way | Spartanburg, SC 29306

EFFECTIVE DATE: 7/1/2024- This position is a 10-month position.

SUMMARY: Performs Administrative, Customer Service, and Logistical support for the Convention/Leadership Department while traveling to various conventions and leadership summits.

DUTIES AND RESPONSIBILITIES:

- Create and assemble all necessary items needed for conventions and leadership summits in the hub room and registration area with little to no supervision.
- Provide Administrative/Clerical assistance for the Convention Team at on-site locations in the hub room, registration area, and facility setup.
- Enter and maintain databases of convention information during and after Conventions and Leadership Summits.
- Provide quality customer service via in-person, phone calls, emails, tickets, and chat.
- Assist with logistical planning for Conventions and Leadership Summits.
- Additional duties as assigned.

QUALIFICATIONS:

- Associates Degree Required; Bachelor's Degree Preferred
- Computer skills required: Internet Software; Spreadsheet Software (Excel); Word Processing Software (Word); Electronic Mail Software (Outlook); Presentation software (PowerPoint)
- Display basic knowledge of standard office equipment (photocopier, fax, computer, multi-line telephone) as well as basic mathematical computations and grammatical composition.
- Travel is required

COMPETENCIES:

- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Problem-Solving** - Identifies and resolves problems promptly; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem-solving situations; Uses reason even when dealing with emotional topics.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
 - **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; Builds a diverse workforce.
 - **Ethics** - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
 - **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
 - **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
 - **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Frequent travel to Convention/Leadership locations
- Frequently required to stand, walk, and hear.
- Occasionally required to sit
- Frequently required to utilize hand and finger dexterity
- Occasionally required to climb, balance, bend, stoop, kneel or crawl
- Occasionally exposure to extreme heat or cold, wet and/or humid conditions (non-weather)
- Occasionally work near moving mechanical parts
- Occasional exposure to outside weather conditions
- While performing the duties of this job, the noise level in the work environment range from moderate to very loud.
- The employee must frequently lift and/or move more than 10 pounds.
- Specific vision abilities required by this job include: Close, Distance, Color, and Peripheral vision; Distance vision; Color vision; Peripheral vision; Depth perception and ability to adjust focus.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Questions and How to Apply:

Please submit cover letter, resume, and questions to jobs@betaclub.org.