

# ***Do you want to help produce raving fans for Bermuda?***

The Bermuda Tourism Authority (BTA) has an exciting opportunity for an experienced **Destination Services Manager**.

Based in Bermuda and reporting to the Chief Product and Experience Development Officer, the successful candidate will be responsible for activation; design and experience/event management; account management; liaison and coordination with confirmed groups in addition to managing and developing cultural events.

## **Duties and responsibilities are varied and include:**

- Activating and implementing events, both those created in-house as well as partner-driven events/ experiences
- Identifying opportunities to drive potential revenue or ROI for Bermuda tourism economy via activation designs
- Drafting RFPs and request-for-quote documents issued to service providers
- Collaborating with Sales and Marketing to provide client account management services for designated groups/accounts and organizers of group events/meetings
- Tracking each group's needs, commitments, accommodation requirements, temporary event staffing needs, etc. Follow-up throughout the entire event to ensure all needs are met and the event organizers are fully supported throughout the process
- Participating in pre-event and post-event meetings; produce post-event reports in a timely manner and assessing against quality of service/BTA service standards
- Consistently maintaining all documentation in CRM system related to group account management
- Coordinating and conduct site visits for assigned groups; assisting Sales and Marketing with site visits as needed and communicating between stakeholders as to the status of each account
- Delivering destination service presentations and collaborating on delivering partner orientations and seminar presentations, as required
- Maintaining knowledge of present and future event venues, hotels, local service providers as well as all promotional materials available to groups
- Maintaining good relationships with partner companies and a good referral system. Consistently advocating on behalf of the BTA brand with external stakeholders across all communication channels and vehicles
- Having a keen understanding of the BTA mission, vision and goals and the National Tourism Plan, including key initiatives, quick wins and timelines
- Demonstrating a complete commitment to the goals and mission of BTA
- Representing the BTA professionally at company and client sponsored events
- Establish and maintain productive working relationships with BTA partners and stakeholders
- Perform other related duties, special projects and assignments as required

## **Requirements for this opportunity are:**

- A Bachelor's degree in a related field (Tourism, Marketing, Event Management)
- 3 – 5 years of recent/ relevant experience within the live events, group sales and/or ticketing sector
- Demonstrated interest or experience in connecting event management and/or customer service programmes with local economic development
- Demonstrated experience with event planning, marketing (including social media), customer account management and/or communications
- Demonstrated ability to work effectively with diverse groups of people
- Excellent verbal, written and proofreading skills.
- Strong knowledge of Microsoft Office products, including PowerPoint, Excel, Word and the ability to quickly learn industry related software
- Proven experience successfully managing multiple projects in a fast-paced environment
- Demonstrated ability to convey a sense of urgency, openness to new ideas and the ability to operate in a culture of inclusion & diversity, integrity, customer focus, and respect
- Willingness and ability to work flexible hours, including evenings and weekends

Interested?

Please forward a cover letter and resume no later than **February 9<sup>th</sup> 2018** to:

Performance Solutions Limited  
Ref: Bermuda Tourism Authority  
Suite 350, 48 Par la Ville Road, Hamilton HM 11  
Email: [hr@psolutions.bm](mailto:hr@psolutions.bm). Phone: 441-232-5270