

Memo

March 2010

To: Creative Services Account Manager Candidates

From: Heather Schramm, General Manager at Hello Arizona! Inc.

Re: Job Responsibilities Overview

Do you out perform your peers? Are you admired for the ability to think on your feet and anticipate the client's needs? Here is a rare opportunity to join the number one Destination Management Company in Arizona. As **Creative Services Account Manager** you will play a strategic role on a strong team that continually strives to over-deliver on client expectations. **Hello Arizona!, Inc.** specializes in Destination Management Services as well as the design and production of special events. We are looking for a career-minded individual who thrives in a fast-paced, high-energy work environment where excellence is the norm and who excels in a business built on relationships. The successful, diplomatic team player will be innovative and able to apply creativity and imagination to proactive problem solving and decision making.

Overall, this position requires attention to detail, organization, precise oral and written communication, multi-tasking, meeting/exceeding deadlines, cooperation, teamwork, **creativity**, ability to work independently as well as collaboratively with co-workers and clients, a polished demeanor and resourcefulness.

**Primary Responsibilities:**

- Manage assigned projects from inception through program operation Draft proposals and contracts to ensure creativity at a high margin
- Perform all pre-event planning activities including vendor confirmations and program logistics
- Serve as the client's main contact for the program
- Schedule arrival and departure manifests and coordinate dispatch duties
- Schedule, coordinate and oversee Hello Arizona Field Staff responsibilities
- Collect and reconcile all vendor invoices
- Partner with Account Executives to establish and maintain successful customer relationships
- Coordinate and conduct all creative site inspections
- Research supplier availability and manage negotiations to ensure optimal cost advantage throughout program operation
- Manage creative event requirements: production, staging, sound, lights, A.V., décor, entertainment, linens, centerpieces, etc...
- Recommend new and innovative ways to improve products and services
- Develop and maintain positive working relationships with employees, contractors, external vendors and industry partners
- Participate in industry affiliations and attend industry meetings

**Candidate Requirements:**

- Ability to design, manage and oversee special events ensuring revenue, profitability
- College degree preferred
- 3-5 years event planning/sales experience as well as the ability to perform in a diverse environment with focus on customer service
- DMC or Conference Services experience is preferred
- Keen ability to resolve client issues during program operation
- Ability to anticipate potential operational issues and take precautionary steps to ensure they don't occur
- Intermediate to advanced experience with Microsoft Office applications required
- P&L accountability and/or contract-managed service experience is a must
- Strong negotiating skills

- Knowledge of Phoenix/Scottsdale area resources (props, décor, production, linen, entertainment, etc.) and local geography, hotels and locations is a plus!

**Compensation:**

This position offers a base salary and a progressive commission/bonus structure. The company will provide a laptop, mileage reimbursement, Blackberry, health and vacation benefits as well as a 401K program.

**Send cover letter, resume, and salary requirements to:**

Heather Schramm  
hschramm@hello-arizona.com