



## Position Title: Client & Guest Engagement Coordinator

### About the Role:

This role supports the Sales & Service team by executing event activations, handling sales administration, and coordinating client communications. This role also includes serving as the Manager on Duty for Guest Service Specialists at the Visit Canton Welcome Centers.

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### Key Responsibilities & Major Activities:

#### Client Engagement Support

- Coordinate with the Visit Canton Sales & Service team to create and execute event services and activations.
- Coordinate and carry out RFPs, sales reporting, and sales-related communication and administrative tasks for the Sales & Service Team.
- Support the Sales & Service Team in lead generation using assigned research tools, events, and other channels
- Maintain and manage all Visit Canton event supplies, ensuring readiness for activations at all times
- Coordinate with the Visit Canton Marketing Team to provide marketing content related to events hosted or supported by the Sales & Service Team

#### Guest Engagement Support

- Serve as Manager on Duty for Guest Service Specialists employed at Visit Canton Welcome Centers.

### Qualifications & Attributes:

- Experience in **guest services, tourism, hospitality, events, sales, or community engagement.**
- Strong organizational and communication skills
- Energetic and outgoing personality, confident with engaging clients via phone, email, or in-person
- Preferred experience in database management, data maintenance, or CRM software
- Flexibility to work **some evenings or weekends** based on event schedules and Welcome Center Manager on Duty rotation.
- Physical ability to stand for extended periods and lift/carry/pull up to 50 pounds.

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### Why This Role Matters:

This role has a unique opportunity to have an impact on our clients and guests across all markets. Whether they are a meeting planner, tour group, or independent leisure traveler, the Client & Guest Engagement Coordinator helps ensure that every interaction with clients or guests at the Welcome Centers reflects Visit Canton's commitment to hospitality, pride, and destination excellence.

**Visit Canton Overview:**

Visit Canton is Stark County's destination marketing organization, funded through a lodging tax administered by the Stark County Commissioners. Our mission is simple and powerful: to promote and support travel and tourism that strengthens our community. Tourism generates \$2.2 billion in economic impact for Stark County, supporting local businesses, jobs, and the places that make our region special. At Visit Canton, our team works every day to tell our community's story, build meaningful partnerships, and support events and initiatives that benefit residents and visitors alike. If you believe in the power of community and want your work to make a lasting local impact, we invite you to explore a career with Visit Canton. Learn more at [www.VisitCanton.com](http://www.VisitCanton.com).

**Submit resumes for consideration to: Rosie Kurtz [rosiek@visitcanton.com](mailto:rosiek@visitcanton.com)**