

## **ACCOUNT MANAGER**

*Position is with the Account Management team located in Boston, MA and reports to the CSI Boston Director of Sales & General Manager. Dependent on experience, this position may be offered as a Senior Account Manager.*

CSI DMC Account Managers are professionals with great event experience, initiative, and a solutions oriented attitude. The Account Manager is a highly-motivated college graduate with exceptional people skills and organized approach, who thrives on sourcing leads, converting leads to sales, meeting and exceeding sales goals, presenting to clients, developing, growing and maintaining hotel and client relationships and increasing revenues. Senior position offer will be considered for a candidate with 5+ years in a DMC.

### **CORE RESPONSIBILITIES:**

- Develops and works on lead opportunities
- Converts leads to sales
- Researches client needs and develops creative, compelling proposals.
- Develops and maintains strategic hotel relationships
- Meets sales goals
- Participates in the design, delivery and attendance of sales missions and trade shows
- Attends relevant industry and networking events
- Remains current on industry trends, local openings, new ideas and happenings
- Participates in internal training opportunities.
- Develops initial P&L statements, contracts and supporting documents of sale.
- Works closely with aligned Event Managers to achieve client objectives upon turn-over.
- Tracks client activities and implements follow up plans, retaining a relationship throughout the client lifecycle.
- Creates accurate, up-to-date documentation using an established business file and database
- Supports the President and General Manager in tasks as assigned and reports to them
- Other tasks as assigned by the President and General Manager as the position evolves

### **REQUIREMENTS:**

- A minimum of 3-5 years of industry experience, preferably on the supplier side.
- Familiarity with Destination management and DMCs
- Solid experience with logistics involved with event planning and ability to drive and manage clients
- Ability to manage multiple clients and multiple programs at any one time
- Expert people skills, particularly conflict resolution
- Solutions oriented, detail oriented and demonstrates effective multi-task/multi-client management
- Experience with budget management, financial tracking and contract negotiations
- Excellent computer and technology skills
- DMC experience is highly regarded for Account Manager and is required for Senior Manager
- A demonstrated history of sourcing lead opportunities and converting them to sales
- A proven history of meeting or exceeding sales goals
- Exceptional presentation skills with the ability to influence decision makers and their teams
- The ability to “paint the picture” conceptually for clients during meetings and sites and convert these to visually appealing, winning proposals
- An organized work ethic with a proactive approach to completing tasks and maintaining accurate records.
- Willing and able to attend industry networking events.
- Able to work autonomously yet collaborate as part of a team on workflows

- Well rounded computer literacy and technology skills with the ability to learn new applications quickly.
- Must be self-directed with strong project management skills.
- The ability to maintain a schedule appropriate to the needs of a workplace and industry where which includes nights and weekend work on an as needed basis.
- CMP or DMCP designation is a plus, but not required.

**Please Note:** This job description is intended as a general summary of the position; however, the individual will be expected to perform any functions or responsibilities that may be assigned from time to time. The functions and responsibilities of the position may change over time, in special circumstances, or on an individual basis. This job description is not intended to limit or otherwise affect the work to be performed or assigned. Please email resume and cover letter to [csi.hr@csi-dmc.com](mailto:csi.hr@csi-dmc.com).