



SHWorldwide, LLC
JOB POSTING: SITE SOURCING SPECIALIST

Posting Date: April 15, 2019
Job Title: Site Sourcing Specialist
Reports To: Director of Site Sourcing, Housing & Registration
Department: Site Sourcing & Housing
Position Type: Full-time, Salaried

ABOUT SHW

SHWorldwide, LLC ("SHW") is the preferred global partner for creating, managing and delivering state-of-the-art event experiences for top-tier corporations and convention organizers.

POSITION SUMMARY

The Site Sourcing Specialist is dedicated to providing exceptional customer service to internal and external clients by facilitating and managing the Request for Proposal (RFP) process. This role represents SHW and its site sourcing customers to domestic and international hotel/venue partners, helping them to select the ideal location (hotel/resort/venue) for meetings and events. This deadline-driven position requires the Site Sourcing Specialist to act as an advocate for customers by sourcing best-fit solutions, creating customer-facing reports, and negotiating venue contract terms, rates and concessions. In addition, this position is responsible for managing key relationships between SHW, hotel brands and convention and visitor bureaus (CVBs).

JOB RESPONSIBILITIES

- Site Sourcing
 - Support team members and SHW Account Directors in managing client needs and relations; communicate directly with the end user when appropriate
 - Conduct hotel research utilizing various websites and industry knowledge to find best-fit solutions; review findings with team members and Account Directors
 - Source programs through RFP Tool, NSO contacts and regional CVBs to selected properties
 - Follow up to ensure all hotels are notified of RFP and bids are obtained by due date
 - Review RFP responses for accuracy and follow up with hotels for any missing information
 - Generate and edit report of completed bids and provide to Account Director for client review
 - Conduct RFP Tool troubleshooting and identify steps to efficiently utilize the tool
 - Update and maintain hotel lead catcher information in RFP Tool and Plan Org NSO list
 - Participate in department meetings, communicate workload and opportunities of availability to support team members with administrative tasks/RFP Tool
- Procurement
 - Negotiate hotel rates and review contract for client-preferred terms and concessions
 - Update program status, commissions and cost-savings data in Salesforce and RFP Tool for contracted programs within 4 days of receiving
 - Notify hotels of contract award



- Industry Networking & Outreach
 - Coordinate and manage customer and/or internal SHW team site visit reservations and itineraries
 - Develop and maintain professional relationships with hotel national sales personnel and CVBs
 - Attend client meetings, site visits and conference calls when appropriate; stay current on hotel contacts and information, update Salesforce and RFP Tool as needed
 - Attend industry and supplier events to network and develop relationships to broaden SHW reach, keep up to date on industry trends and venue/location offerings
 - Follow up with team, complete any data entry updates and generate thank yous 7 days post-event
 - Keep Site Sourcing team and Account Directors informed of hotel and staff/contact changes
- Housing/Rooming List Management
 - Manage room block inventory, optimizing fulfillment of the block with regards to attrition
 - Communicate changes, requests, additions and cancellations with attendees and the hotel
 - Review concessions and ensure the client and hotel deliver on contracted concessions
 - Validate the accuracy of hotel rooming list against requested reservations
 - Create Event Plan and Communication Plan for escalating Housing-related items/needs
 - Provide onsite support and communication plan
 - Review final guest room bill for accuracy

EDUCATION & QUALIFICATIONS

- Minimum 2+ years hospitality, sales, catering or event management experience required
- Minimum 2+ hotel/resort sales, catering or event management experience preferred
- College degree preferred
- Ability to read, write and speak multiple languages preferred
- Proficient in Microsoft Office suite products and savvy in internet navigation and research
- Proficient in Salesforce data management tool preferred
- Self-starter, capable of handling a fast-paced, high-stress, deadline-driven environment
- Extreme attention to detail and strong organization and time management skills
- Strong interpersonal, written and verbal communication skills
- Displays patience while working with and for strong personalities
- Thrives in team environment, yet is self-motivated and directed
- Schedule flexibility and travel (domestic and international) required; long hours and weekends are mandatory at times
- Ability to sit/stand for extensive lengths of time and to lift 20 pounds maximum with frequent lifting and/or carrying of objects up to 10 pounds

Qualified applicants may submit their resumes to jobs@shworldwide.com