

# DESTINATION GREATER VICTORIA

## **Job Posting – Manager, Member Services**

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Destination Greater Victoria is a dynamic organization looking to add to our talented team. Victoria is an increasingly popular and desirable travel destination and recently received the Reader's Choice Award from Conde Nast Traveller as second-best small city in the world. With a membership of over 950 businesses and counting, we offer a fast-paced, positive and results-oriented culture. We offer a unique opportunity to contribute to the tourism industry and work collaboratively with a variety of local businesses to drive year-round sustainable growth for Greater Victoria.

### **Summary of Manager, Member Services role:**

The Manager, Member Services is responsible for managing the Member Services team and maintaining, fostering and developing mutually beneficial member relations. This role is responsible for delivering quantifiable and measurable business results with a high level of professionalism and member relations. In meeting the business objectives, they will maintain productive and positive working relationships with members and internal team members. The Manager, Member Services will have a drive for business results and meeting and exceeding targets, combined with a focus on building and fostering working relationships in the community. They will understand how to interpret policy and operate within established guidelines to successfully execute the strategic plan.

### **The ideal candidate for this role would have:**

- At least 5 years sales management experience in tourism, travel, hospitality, hotels or a similar field.
- Experience working with membership-based organizations, with proven results in fostering positive member relations.
- Experience managing and coaching sales teams to surpass sales targets and achieve outstanding sales result.
- A diploma or degree in business preferred.
- Strong understanding of Destination Marketing Organizations, the local tourism industry and member product knowledge.
- A well-defined sense of diplomacy, including solid negotiation, conflict resolution, and people management skills.
- Highly effective project management, prioritization, multi-tasking, and time management skills to meet deadlines.

A copy of the complete job description and details regarding the total compensation package can be found [HERE](#).

If you think you will make a great addition to Destination Greater Victoria's dynamic and energetic team, please apply with a cover letter and resume at:

<https://engagedhr.prevueaps.com/jobs/101280.html>

In your cover letter, please highlight how you meet the qualifications outlined in the job description. Applications will be accepted for this opportunity until Sunday May 12 at 8pm.