

# EXPLORE TUALATIN VALLEY

## SALES AND SERVICE COORDINATOR

### FULL TIME, NON -EXEMPT

**\$60,000 - \$65,000 PER YEAR PLUS BENEFIT PACKAGE**

#### **POSITION SUMMARY:**

**Explore Tualatin Valley** is searching for a highly motivated and organized individual to serve as a Sales and Service Coordinator.

The Sales and Service Coordinator is a results- and service-oriented professional who supports the sales and service function for Explore Tualatin Valley in driving new business opportunities and delivering exceptional customer service to meetings, conventions, sporting events, and group tours in Washington County.

This position plays a vital role in ensuring the seamless execution of sales, marketing, and servicing activities by managing logistics, providing administrative support, maintaining accurate records, and facilitating partner communication.

The Coordinator is detail-oriented, organized, and proactive, contributing to Explore Tualatin Valley's mission of creating a positive economic impact through tourism

#### **DUTIES & RESPONSIBILITIES:**

##### **Sales Support**

- Assist in preparing proposals, presentations, contracts, and bid materials for prospective clients.
- Maintain the customer relationship management (CRM) system by inputting leads, updating client information, and generating reports for sales performance.
- Research potential accounts, industry trends, and new business opportunities to support proactive outreach.
- Coordinate logistics, registrations and travel for trade shows, sales missions, client site visits, and familiarization (FAM) tours.
- Utilize AI platforms and tools to support lead generation, client communications, and data management.

##### **Service & Partner Engagement**

- Serve as a point of contact for clients hosting meetings, sports events, and group tours, ensuring a smooth planning and servicing process.
- Provide hospitality support including welcome packets, event signage, itineraries, and promotional materials.

- Liaise with partner hotels, venues, and attractions to coordinate services and ensure client satisfaction.
- Support sales and service team members in delivering on-site servicing for key events and group programs.
- Research and coordinate event calendars of important destination events requiring sales and service support.

#### **Administrative & Marketing Support**

- Assist with managing budgets, invoices, and expense reports related to sales and servicing activities.
- Collaborate with the Marketing and Communications team by providing sales content, images, and event information for campaigns and promotions.
- Support in tracking ROI and other key performance metrics related to sales activities and visitor impact.
- Draft correspondence, meeting notes, and reports for internal use and partner communications.
- Manage fulfillment of printed guides and maps, as well as shipping to visitors, stakeholders, partners, and tradeshow.

#### **Other duties as assigned**

#### **QUALIFICATIONS:**

- Experience in hospitality, tourism, sales support, or administrative coordination.
- Strong organizational skills with attention to detail and the ability to manage multiple projects simultaneously.
- Proficiency with Microsoft Office Suite (Word, Excel, PowerPoint, Outlook); Google Drive, CRM system experience preferred.
- Knowledge of Monday.com project management software or similar.
- Comfort with digital tools, including AI platforms, to support communication, research, and reporting.
- Excellent written and verbal communication skills, with a professional and customer-focused demeanor.
- Ability to work collaboratively as part of a small team while also taking initiative to work independently.
- Flexibility to work occasional evenings, weekends, and travel within Washington County as needed.
- Bachelor's degree in hospitality, tourism, business, marketing, or a related field preferred; equivalent work experience considered.
- Valid driver's license and ability to lift to 40 lbs.

## HOURS AND LOCATION

- Based at the Explore Tualatin Valley's office
- 8:30am – 5:00pm - Monday through Friday / Occasional early morning, evening, and weekend hours

## HOW TO APPLY:

If you are a proactive and highly organized individual with a passion for the tourism industry, sales and service and destination marketing, we invite you to apply and become part of our dedicated team.

- Interested candidates, please submit a resume with a cover letter to:  
[jobs@tualatinvalley.org](mailto:jobs@tualatinvalley.org)
- Relocation assistance is not available.
- Explore Tualatin Valley is an Equal Opportunity Employer.
- No phone calls, please.

## ABOUT US:

Explore Tualatin Valley is the official destination marketing organization for Washington County, Oregon promoting the county under the destination brand **Tualatin Valley**. The mission of the organization is to inspire individual and group consumers to visit the Tualatin Valley, making a sustained and measurable economic impact through tourism. Our destination includes fifty-eight hotels with over 5,800 guest rooms, wineries, breweries, hundreds of restaurants, and exciting main streets. We are home to the Wingspan Event and Conference Center, the Patricia Reser Center for the Arts, The Hillsboro Hops, plus state-of-the-art sports facilities. Washington County is Oregon's hub for tax-free shopping with retail anchored by Washington Square Mall.