



## **Destination Services Manager Visit Stockton**

**REPORTS TO:** CEO

**FLSA STATUS:** Non-Exempt

### **POSITION OVERVIEW**

Visit Stockton is seeking an organized, service-driven, and relationship-focused professional to serve as our Destination Services Manager. This position plays a central role in supporting meetings, sports, and group travel activity in Stockton while ensuring a high-quality experience for planners, partners, and visitors.

Reporting directly to the CEO, the Destination Services Manager manages meeting and group travel inquiries from initial contact through event servicing, maintains day-to-day relationships with hotels and venues, and works closely with Airstream Ventures, Visit Stockton's contracted sports tourism development partner, to support sports events hosted in Stockton. The position is also responsible for maintaining CRM records, tracking room nights and event activity, and assisting with reporting related to tourism activity and events.

This role helps ensure that meetings, sports tournaments, and other group events hosted in Stockton are executed professionally, efficiently, and in alignment with Visit Stockton's brand standards and community objectives. The ideal candidate thrives in a hands-on environment, communicates with clarity and professionalism, and understands that excellent service, strong partner relationships, and accurate information tracking all contribute directly to economic outcomes for the destination.

All Visit Stockton team members, regardless of role, share responsibility for promoting tourism's value in our community. Every position contributes to lead generation and supports the sales and marketing efforts that drive visitation and economic impact for Stockton.

### **ESSENTIAL FUNCTIONS & KEY RESPONSIBILITIES**

#### **CRM, Reporting & Destination Intelligence**

- Maintain accurate CRM records related to hotels, meeting leads, sports events & facilities, partner communication, and event servicing activity.
- Track room night production, event outcomes, and servicing activity associated with Visit Stockton-supported events.
- Maintain partner contact records, communication notes, and event history within CRM systems.

- Assist with reporting related to tourism activity, events, and partner engagement.
- Share insights with leadership regarding hotel activity, partner needs, and opportunities within the destination.

### **Meetings Sales & Event Servicing**

- Respond to meeting and group travel inquiries and serve as the primary Visit Stockton contact for planners considering Stockton.
- Coordinate and distribute hotel and venue RFPs and assist planners in identifying appropriate facilities and lodging options.
- Maintain communication with meeting planners from initial inquiry through event execution.
- Coordinate event servicing needs including visitor guides, welcome materials, signage, and destination information.
- Conduct post-event follow up and gather planner feedback.
- Maintain servicing inventory and coordinate preparation of event materials.
- Assist with maintaining the master event calendar and forecasting servicing needs.

### **Sports Event Coordination**

- Serve as Visit Stockton's operational liaison with Airstream Ventures for sports events hosted in Stockton.
- Participate in pipeline calls and coordinate local logistics and partner communication for sports events.
- Forward sports-related leads to Airstream Ventures for evaluation and qualification.
- Assist with event servicing and partner coordination for sports events taking place in Stockton.

### **Hotel, Venue & Partner Relations**

- Maintain regular communication and in-person visits with local hotels, venues, sports facilities, and tourism partners.
- Provide visitor guides, marketing materials, and destination information to partners.
- Maintain working knowledge of local venues, sports facilities, and lodging inventory to assist planners and partners.
- Support partner events and Visit Stockton industry initiatives.
- Represent Visit Stockton at select trade shows, industry events, and partner meetings as needed.

### **Destination Information & Marketing Coordination**

- Maintain awareness of upcoming meetings, sporting events, tournaments, collegiate and professional sporting events, and community activities taking place in Stockton.
- Ensure events and activities are accurately reflected in Visit Stockton's events calendar and CRM systems.

- Maintain relationships with local professional and collegiate sports organizations and coordinate inclusion of games and events on Visit Stockton calendars and promotional platforms.
- Provide the marketing and social media team with information regarding upcoming events, partner activities, and destination happenings that should be promoted through Visit Stockton channels.
- Coordinate with the marketing team to gather photos, event recaps, and highlights from meetings, sports events, and partner activities when applicable.
- Communicate regularly with the Visit Stockton team to ensure awareness of upcoming events and destination activity.
- Maintain a strong working knowledge of Stockton's attractions, events, and visitor experiences to effectively support programs and represent the destination.

### **ORGANIZATION-WIDE RESPONSIBILITIES**

All Visit Stockton team members contribute to the overall success of the organization and may assist with organization-wide initiatives and activities as needed. These may include, but are not limited to:

- Assisting visitors in person, by phone, or at community events.
- Supporting Visit Stockton events, trade shows, and community outreach efforts.
- Assisting with event setup, booth staffing, and promotional activities.
- Supporting visitor guide distribution and promotional material fulfillment.
- Supporting team projects and organizational initiatives as needed.

### **KNOWLEDGE, SKILLS, & ABILITIES**

#### **Required Qualifications**

- 3+ years of experience in hospitality, tourism, event coordination, sports management, hotel sales, or a related field.
- Knowledge of or experience with sports events, tournaments, collegiate athletics, or professional sports organizations.
- Strong organizational and project management skills with excellent attention to detail and follow-through.
- Excellent communication and relationship-building skills with the ability to work effectively with hotels, venues, event planners, sports organizations, and community partners.
- Strong written communication skills with attention to detail and professionalism when communicating with planners, partners, and internal teams.
- Proficiency with CRM systems and the ability to maintain accurate, detailed records.
- Ability to manage multiple projects, timelines, and partners simultaneously in a fast-paced environment.
- Strong customer service mindset and a proactive, problem-solving approach.

- Ability to work both independently and collaboratively across departments and with external partners.
  - Ability to work cross-departmentally to coordinate projects, solve problems, and ensure alignment across internal teams and external partners.
  - Ability to represent Visit Stockton professionally in meetings, industry events, and community settings.
  - Proficiency in Microsoft Office (Word, Excel, Outlook) or similar software.
  - Ability to manage event-related tasks and resources within established timelines and budgets.
  - Must have a valid driver's license and ability to travel locally and regionally for meetings, trade shows, and events.
  - Ability to work occasional evenings and weekends based on event schedules and industry events.
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### **Preferred Qualifications**

- Experience coordinating meetings, tournaments, or group travel.
- Experience working with iDSS or similar CRM platforms.
- Knowledge of Stockton's hotels, venues, sports facilities, and tourism assets.

### **PHYSICAL REQUIREMENTS**

- Ability to sit at a desk and work on a computer for extended periods of time.
- Ability to stand, walk, and move between event locations, hotels, venues, and community events.
- Ability to bend, reach, lift, and carry event materials, signage, visitor guides, and supplies up to approximately 45 pounds.
- Ability to assist with event setup and teardown, including booths, signage, and promotional materials.
- Ability to drive locally to hotels, venues, sports facilities, partner locations, and community events.
- Ability to attend trade shows, conferences, and industry events which may require travel and extended periods on your feet.

### **COMPENSATION & BENEFITS**

**This is a full-time, non-exempt position based in Stockton, California. Pay range is commensurate with experience.**

Hourly pay range: \$24.00 – \$28.00 per hour

Full medical, dental, and vision insurance for the employee.

Retirement plan with company match.

Paid vacation, sick, and holiday time off.

Professional development opportunities.

Cell phone stipend.

## **ABOUT VISIT STOCKTON**

Visit Stockton is charged with the promotion and marketing of the city of Stockton as a meetings, events, and travel destination. Our promotional efforts are focused on driving additional tax revenue to our community to directly benefit our residents' quality of life. Visit Stockton believes its residents come first, and we continually strive to grow resident pride and enhance the image of our city. We believe that a city that residents believe in, will be a city that will drive future business investment and convert visitors into future residents to further grow a diverse and talented workforce. Visit Stockton is a 501(c)(6) non-profit trade organization funded by the collection of an assessment paid by guests to Stockton lodging establishments (Stockton Tourism Business Improvement District).

*This job description is intended to convey information essential to understanding the scope of the position and it is not intended to be an exhaustive list of skills, efforts, duties, responsibilities or working conditions associated with the position. Duties and responsibilities may be added, deleted, or changed at any time at the direction of leadership, formally or informally, either verbally or in writing.*

## **EQUAL OPPORTUNITY & ACCESSIBILITY**

Visit Stockton will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990 and California's Fair Employment and Housing Act. If reasonable accommodation is needed to participate in the job application or interview process, or to perform essential job functions, please contact CEO.

*We are an equal opportunity employer, committed to supporting an inclusive environment. We understand that individual differences enrich our organization, strengthen our services, and help us to attract and retain top talent. All employment actions and decisions are made free from discrimination without regard to any status or characteristic protected by local, state, or federal law, rules, or regulations. We expect all employees and management to support and uphold the principles of equal opportunity and help to prevent workplace discrimination and harassment. Our commitment to diversity is also present in strong workplace policies that support integrity, trust and respect for one another, and prohibit discriminatory practices.*

*Visit Stockton strives to be an inclusive and equitable organization. We are actively seeking a diverse pool of candidates from a variety of abilities, backgrounds, and cultures.*

## **READY TO APPLY?**

If you are organized, community-oriented, and eager to support a mission-driven team, we would love to hear from you.

Submit your resume and cover letter to [jobs@visitstockton.org](mailto:jobs@visitstockton.org).

The anticipated closing date for this role is April 27, 2026.