



Job Description

SALES ADMINISTRATOR

Department:	SALES AND MARKETING	FLSA Status:	HOURLY NON-EXEMPT
Reports To:	DIRECTOR OF SALES	Effective Date:	January 1, 2018

Job Title: SALES ADMINISTRATOR

SUMMARY

This position performs support duties to the Director of Sales and aid in managing accounts to achieve guest satisfaction and to solicit past and new business to ensure all revenue goals (i.e., room nights, ADR, REVPAR, room rental, etc.) are achieved or exceeded. Assist in the development and solicitation of business from all markets to ensure the necessary advance bookings needed for a successful and profitable operation for the hotel.

ESSENTIAL JOB FUNCTIONS

The position requires the ability to perform the following essential job functions, with or without reasonable accommodation:

- Maintains all files, correspondence and records in the department. Typing, filing, answering phones, taking messages.
- Assist Sales Manager(s) in all phases of the development and solicitation of business.
- Handle accounts details so that all pertinent aspects of solicitation and closing are complete and documented. Coordinate various departments' participation in servicing accounts.
- Manage sales account files
- Initiate preparation of computerized annual Market Plan and execute plans as outlines, critically examining and adjusting as deemed necessary by current market conditions.
- Organize and/or attend scheduled Sales Department and related meetings.
- Qualify all incoming calls regarding "dry meetings". Dry meetings are defined as meetings taking place within 30 days with 9 or less attendees. All meetings must be reviewed with the Director of Catering or Catering Sales Manager prior to booking. Responsible for contracting, detailing and communication to all departments regarding the meeting.
- Qualify all incoming calls and route to appropriate sales team member.
- Handle all "In House Meetings". Responsible for booking, detailing and communicating to all departments regarding the meeting.
- Coordinates department meeting set-ups and performs minute taking, transcribing and distribution to corporate and in-house of the following.
- Performs special requests of the Sales Manager such as travel arrangements (flight and room), researches special interest, etc.
- Performs telephone duties which require answering telephones, messages, forwarding calls to appropriate person, assisting caller in resolving questions.
- Operate a facsimile machine and photo copier as required.
- Keeps immediate supervisor promptly and fully informed of all problems or matters of significance.

- At all times projects a favorable image of Northwest x Southern Hospitality to the public.
- Maintains safe working conditions within department and Hotel.

HOURS AND ATTENDANCE

- Up to 40 hours per week with varied and flexible shifts/days, likely to include nights, weekends, holidays and overtime.
- Regular and predictable attendance in conformance with the Hotel's standards, as may be established from time to time, is an essential job function. Team members with irregular attendance will be subject to disciplinary action, up to and including termination of employment.

MARGINAL OR SUPPORTIVE FUNCTIONS

In addition to performance of the essential function, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the supervisor based upon the requirements of the hotel.

- Assist in conducting property site inspections with potential customers.
- Travel to industry-related tradeshows in various destinations around the world.
- Participate in key organizations as recommended by the Sales Manager/Director of Sales.
- Other duties as assigned by the Sales Manager/Director of Sales

PHYSICAL AND MENTAL DEMANDS OF POSITION, INCLUDING ENVIRONMENT

The individual holding this position must be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities:

- Extensive skill in development and delivery of sales presentation.
- Reach up to approximately eight feet to setup and dismantling of booth displays and carrying a minimum of 25 pounds for transporting of collateral material is required.
- Must be able to communicate effectively in a positive/upbeat fashion utilizing English; both orally and written.
- Must exhibit positive interpersonal skills with focused attention to guest needs and varied business contacts.
- Must be able to frequently move freely about the office, maintain manual dexterity to access computer via keyboard and operate office equipment, such as telephones, copiers, fax machine, computer systems etc.
- Travel is primarily local during the business day, although some out-of-the-area and overnight travel may be expected.
- Perform all duties and responsibilities in a timely and efficient manner in accordance with established company policies and procedures including safety procedures and local, state and federal laws and regulations.
- This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.
- While performing the duties of this job, the team member is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The team member must occasionally lift or move office products and supplies, up to 20 pounds.
- OSHA laws require the use of Personal Protective Equipment (PPE) when performing work duties that have the potential of risk to your health or safety.

KNOWLEDGE AND CRITICAL SKILLS

The individual holding this position must possess the following knowledge, skills and abilities:

- Knowledge of travel industry, current market trends and economic factors.
- 1+ years sales experience, and/or 1+ years administrative experience preferred.
- Proof of authorization/eligibility to work in the United States.
- High School Diploma or equivalent.
- 2 or 4-year college degree a plus.
- Basic mathematical skills and considerable skill in the use of a calculator to prepare moderately complex mathematical calculations without error.
- Ability to listen effectively and to speak English clearly to communicate with customers and team members and prepare written complex reports.
- Must have coordinating skills as pertains to determining time, place and sequence of operations or action.
- Ability to analyze information and make effective judgments.
- Must be able to communicate effectively in a positive/upbeat fashion utilizing English; both orally and written.
- Computer proficiency and technical aptitude with the ability to utilize MS Word, Excel, Power Point, SharePoint, sales related computer systems are required.
- All team members must maintain a neat, clean and well-groomed appearance (specific standards available).

Upon employment, all team members are required to fully comply with the Hotel's rules and regulations for the safe and efficient operation of Hotel facilities. Team Members who violate Hotel rules and regulations may be subject to disciplinary action, up to and including termination of employment.

This job description is not intended to detail every aspect of your job or list every task you may perform. It is provided as a general overview of the responsibilities and skills required to do this job successfully.

I have read and reviewed this job description with my immediate supervisor and fully understand the terms set forth:

TEAM MEMBER SIGNATURE

DATE