

Sales Coordinator Job Description

Job Details

Busy Convention Center in the downtown area of West Palm Beach is seeking an energetic, highly motivated, result driven individual to join our Sales Team as a Sales Coordinator/Assistant. This Part-Time position will assist the Director of Sales and Marketing, Sr. Sales Manager and Sales Manager(s) in an administrative as well as, operational capacity to handle meeting arrangements and various needs of incoming groups and clients. The Sales Coordinator/Assistant will serve as key in-house contact person for contracted clients.

Duties include but are not limited to:

- Emailing and phone calling customers to collect deposits, insurance, and other administrative tasks
- The ideal candidate will be self-motivated, optimistic, detail-oriented and have a strong sense of urgency as we are heavily deadline-driven.
- Answers phones to qualify potential leads for the sales department
- Inputs information into Customer Management System (CMS)
- Prepares all event contract pre-documentation and coordinates with booking coordinator to develop license agreements.
- Researches new client information
- Hold proper meeting space in customer management system
- Build accounts within customer management system
- Ability to Edit accounts within customer management system
- Maintains client insurance and deposit collections
- Coordinates Customer Surveys and Results
- Runs reports from customer management system
- Prepares weekly, monthly and annual reports
- Recognizes opportunities to maximize revenue opportunities by up-selling and offering enhancements to create outstanding events.
- Prepare and organize client file folders
- Assist sales staff in promoting convention center, developing leads and securing re-bookings.
- Complies with attendance policy and is available to work on a regular basis.
- Perform any other job related duties as assigned.
- To be successful, this person must be extremely fast on the PC, Internet, Word, Excel and Outlook.
- The job is perfect for a hotel sales coordinator or recent college graduate or someone with hotel/travel sales/reservations/operations experience. Regardless, we will conduct thorough training with you.
- This is a part time hourly position. Your compensation will be based on your experience and potential to succeed.
- Qualify client inquiries by checking available meeting space and obtaining client contact information for sales manager follow-up.

Requirements:

- Knowledge of Ungerboeck Systems a plus
- College degree preferred
- Previous Hospitality/Convention Center experience preferred
- Excellent follow-up and organizational skills
- Excellent communication skills, written and verbal
- Ability to manage multiple tasks in a very fast-paced environment
- Proficient knowledge of Microsoft Office

Additional Details

Job Available: Immediately

Salary Range: \$15.00 Hourly

Work Permit Needed: Applicants who do not already have legal permission to work in the United States will not be considered.

Other: Part-Time

Accommodation: No

Management Position: No

Entry Level Position: Yes

Industry Categories: Convention Center/Hospitality

JOB DESCRIPTION:

The Sales Coordinator supports the Director of Sales & Marketing, Sr. Sales Manager and Sales Manager by completing administrative responsibilities with efficiency and while upholding convention center standards. Their primary responsibilities include but are not limited to:

- Act as a receptionist for entire sales team while providing exceptional customer service to callers and visitors.
- Assist Director of Sales & Marketing, Sr. Sales Manager and Sales Manager in preparation of various reports and presentations.
- Attend, and participate in staff meetings and department meetings as needed.
- Prepare new files with relative event information
- Research group and/or event information as needed
- Draft correspondence based on minimal information, review for accuracy and/ or retrieve information from computer or database, spreadsheet, or word processing programs to produce written correspondence that is free of error.
- Prepare travel schedules and itineraries as needed
- Maintain a high level of confidentiality and use discretion and/ or diplomacy with all information received.
- Complete projects as required while working with minimal supervision and guidance.
- Monitor incoming calls, emails, prioritizing issues and responding to any requests possible.
- Handle all incoming and outgoing mail, including date stamping and distributing incoming mail.
- Inform and/or updates the executives and employees on relevant information in a timely manner.
- Compile, copy, sort, and file records of all business activities.
- Prepare customer invoices for collections of deposits
- Contact clients about upcoming due dates for deposits, insurance and contracts.
- Qualify small meetings and events
- Any other responsibilities as assigned by the Director of Sales & Marketing, Sr. Sales Manager and Sales Manager

SPECIFIC JOB KNOWLEDGE, SKILLS AND ABILITIES

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

- The ability to operate a computer using Microsoft Office including, Outlook, Word, Excel, PowerPoint, Publisher
- Ability to learn Sales Booking System, Ungerboeck and other programs as needed.
- Ability to work in a fast paced environment.
- Ability to maintain a high level of confidentiality.
- The ability to effectively communicate with internal and external customers by displaying the highest levels of service and employing patience, diplomacy and tact to defuse negative situations
- May be required to work nights, weekends and holidays.
- Must be able to multi-task and display ability to recognize needs.
- Basic mathematical skills to prepare moderately complex calculations for invoicing.

Physical Demands

- Most work tasks are performed indoors.
- Must be able to exert well-paced ability to maneuver between functions occurring simultaneously.
- Must be able to exert well-paced ability to reach other departments within the center on a timely basis.
- Must have the ability to bend, squat and frequently lift 15 lbs. and occasionally lift up to 50 lbs.
- Requires grasping, writing, standing, sitting, walking, repetitive motions, bending, climbing, listening and hearing ability and visual acuity.

- Talking and hearing occur continuously in the process of communicating with guests, owners, supervisors and subordinates.
- Vision occurs continuously with the most common visual functions being those of near and color vision and depth perception.
- Requires manual dexterity to use and operate all necessary equipment.
- Must have finger dexterity to be able to operate office equipment such as computers, printers, 10-key adding machine, electric typewriter, multi-line touch tone phone, filing cabinets, FAX machines, photocopiers and other office equipment as needed.

QUALIFICATION STANDARDS:

Experience:

A minimum of three (3) years of administrative experience. Experience in a Hotel or Event Venue a plus.

Languages:

Must be able to fluently speak, read and write English. Spanish a plus.

Education/Training/Certifications/Licenses:

High school diploma required, some college preferred.

Grooming

All employees must maintain a neat, clean and well-groomed appearance per hospitality standards.

This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time.

We are an Equal Opportunity Employer that considers applicants without regard to race, sex, religion, national origin, disability or protected veteran status.