



JOB POSTING

Title: Administrative Assistant
Department: Sales & Services
Pay Rate/Hours/
Benefits: Competitive Salary DOE, 40 hours/wk., outstanding benefits including downtown paid parking.

The Administrative Assistant- Sales and Services' main function is to perform administrative duties, including supporting the Sales department team in its effort of prospecting, soliciting, selling, servicing, and closing activities for meetings and conventions or other events.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Answers telephone and assists with or gives basic information to inquirer
- Responds to inquiries and routes to appropriate manager
- Prepares leads, definite booking forms, change forms, and other documents for distribution
- Prepares and maintains electronic files
- Prepares client correspondence
- Prepares reports, packets, and other information as directed.
- Sends Catering leads (below 10 peak rooms) for short term business to appropriate salesperson
- Assists in setting up and scheduling site tours for visiting meeting planners
- Prepares purchase orders for payment of goods and services within Sales Department
- Answers routine correspondence or e-mail, and prepares outgoing mail
- Monitors hotel correspondence in response to leads
- Prepares bid books for review, including copying and correctly organizing contents
- Prepares and requests in kind request forms for services provided by partners
- Maintains accurate contact information for Albuquerque Hotel Members sales staff
- Collects event histories for group bookings
- Supports the Senior Convention Services Manager for group service requests, including amenity deliveries at area hotels and convention center, and other group fulfillment requirements
- Submits marketing request forms for sales collateral creation and updates
- Supports the Vice President, Sales, Services and Sports for administrative requests, such as filing expense reports, making copies, and preparing materials for internal and external sales meetings
- Assists with trade show management, including equipment orders, shipping, and travel coordination
- Completes special projects as needed
- Serves as backup receptionist as needed
- Other duties as assigned

QUALIFICATIONS

- 1 to 2 years of related experience required in administrative assistance. Bachelor's degree in hospitality or related field preferred.
- Knowledge and appreciation of Albuquerque, the hotel products and destination venues.
- Demonstrated skills in MS Office software required as well as internet, intranet, email.
- Ability to learn industry-specific organization software, including Simpleview software.
- Working knowledge of databases acquired through either formal education or on-the-job experience.
- Ability and willingness to establish and maintain accurate electronic filing systems.
- Skills and ability to operate general office machines such as computer, printer, copiers, telephones, binding machine, postage machine, and other office equipment
- Ability to manage and prioritize multiple tasks and projects simultaneously with a high degree of accuracy.
- Ability to demonstrate flexibility related to job tasks when required.
- Excellent interpersonal and presentation skills.
- Demonstrated strong written and verbal skills.
- Demonstrated ability to effectively present information and respond to questions from groups, clients, customers, and the public.
- Must be a collaborator as part of Sales team efforts.
- Able to work off-site on business as needed.
- Must demonstrate superior customer service skills in dealing with internal and external customers, speaking, and acting in a courteous and professional manner at all times.
- Must be able to work independently and with minimal supervision.
- Ability and willingness to make routine decisions independently.
- Knowledge of Hospitality Industry, Convention or Tourism business a plus.
- Demonstrate professional and ethical conduct at all times in accordance with company policy.
- Must be well groomed and maintain a professional appearance at all times in keeping with industry standards.

PHYSICAL DEMANDS

Reasonable accommodation will be made to enable qualified individuals with disabilities to perform the essential functions of the job.

While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to stand and walk. The employee is occasionally required to reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to fifty pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and ability to adjust focus.

WORK ENVIRONMENT:

While performing the duties of this job, the employee may be occasionally exposed to outside weather conditions. The work environment is an air-conditioned, heated office. The noise level in the work environment is usually moderate.

Human Resources
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EOE

The mission of Visit Albuquerque is to stimulate economic growth by marketing Albuquerque as a convention and visitor destination. For more information, call 505.842.9918 or visit our web site at www.VisitABQ.org.