

AVIATOR HOTEL ANCHORAGE
Administrative Assistant

Name:
Position Title: Administrative Assistant
Department: Sales, Front Office and General Manager
Reports To: Director of Sales and Marketing
Designation: Hourly Associate

Summary:

Assist Team in meeting or exceeding monthly, quarterly and annual hotel – sales department – personal room revenue budgets based on professional and consistent implementation of the below specific duties and responsibilities.

Essential Duties and Responsibilities:

Answer incoming calls and direct or handle appropriate request as directed by the Director of Sales and Marketing.

Professional and consistent utilization of PMS (Room Master) system for sales transactions and documentation.

Professional and consistent utilization of all designated property email, excel spreadsheets, and word documents. Maintain confidentiality of **ALL** hotel emails and documents 100% of the time.

On an annual basis, assist property Director of Sales and Marketing and Sales Manager in research / development of the “Sales / Marketing Plan”.

On a monthly basis, implement all designated sales/marketing action plans on a timely basis.

Sell facility based on designated selling guidelines and internal booking procedures.

Assist DOS with meta-searches and online reputation of hotel. Respond to guest emails, queries, comments from property website and social media.

Maintain client data base of individuals, organizations, associations, social and/or corporate businesses through direct outside and inside selling to secure business for the hotel.

Type designated contracts, bids/proposals, appointment letters, thank you letters, tentative / definite bookings, rooming blocks, rooming list, and associate catering booking sheets on a timely basis. Prepare Group/Banquet Invoices to send out

Sales Coordinator

and to follow up on payment. Prepare attrition, commission, pick up report and final banquet reports for Sales and Accounting Offices. (Additional items including Sales Department reports may be added to the above)

At all times, greet guests on a positive professional level.

Take clear and concise written messages for assigned sales personnel. Utilize email at a minimum to communicate / document all messages.

Prepare convention kits and collateral daily / weekly to be used in-house or on sales calls.

As directed by the Director of Sales and Marketing, develop and maintain "Hard Copy" account sales files and Sales Department other sales files. File all files at the end of each day.

Monitor group pick-up and advise Team of activity. Enter group reservations (individual and rooming lists) into PMS.

Prepare sales department mail daily for Post Office. Open and distribute mail daily as designated by hotel Director of Sales and Marketing.

Order office supplies weekly, per hotel General Manager / Director of Sales and Marketing policies and procedures.

Present a clean, pleasant and professional image to project a positive appearance to potential guests and clients.

Contribute and work as a "Team" member in all facets of the position.

Adhere to time and attendance policy as established by Director of Sales and Marketing and General Manager.

Perform other services and duties as requested by the Director of Sales and Marketing or General Manager.

When approached by a customer with a problem, associate will empower himself / herself to assist the customer at all times.

Associate will make every effort to obtain customer name and use it when addressing customer.

Consult with Executive Chef on items, such as serving arrangements and if additional employees and equipment are needed.

Review all BEO's and menus prior to presentation to clients to insure revenue maximization, audio visual services, service fees, and room rental. (Up-sell at every possible opportunity)

Administer the banquet and catering office, including billing timeliness and accuracy, BEO accuracy and daily changes.

Ensure and monitor Banquet Rooms communications for guests and hotel associates.

Under the guidance of the Director of Sales and Marketing, assist Food and Beverage Director and Catering Sales Staff in developing and marketing local catering promotions including wedding packages, Christmas parties, office parties, local meetings, holiday functions, packages and charity events.

With Executive Chef, develop and implement upgraded theme breaks, buffets, and promotions for new banquet menus.

Knowledgeable of safety and fire evacuation plans.

Check with group meeting planners before and during every function to ensure total satisfaction.

Responsible for on-going upgrades of props, décor, and usage thereof.

Ensures all guarantees are enforced per the hotel guarantee policy.

Ensures check presentation and guest signature on all functions. Responsible for collecting a form of payment 24 hours prior to function day.

Conduct pre-function roll call meetings and resume meetings.
Strives to meet and exceed Banquet / Catering financial and guest service goals.

Must be knowledgeable of all in-house services as well as local information and be able to assist customers when questioned.

Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential duty and responsibility satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

High School Degree; or two years related experience and/or training; or equivalent combination of education and experience.

Language Skills:

Command of the English language is mandatory.

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Second language is a plus.

Mathematical Skills:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume. Ability to apply concepts of basic and advanced math.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand, walk, use hands, and possibly stoop, kneel, crouch or crawl.

The employee must regularly lift and / or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Signed _____

Date _____