



**Job Title:** Sales Coordinator, Single Property  
**Department:** Meetings, Conventions & Incentives (MCI) – Meet Hawaii  
**Work Location:** 2270 Kalākaua Avenue, Suite 801  
Honolulu, Hawai'i 96815  
**Salary Range:** \$18.00 - \$25.00 Hourly  
**Reports To:** Senior Manager Sales Administration

## SUMMARY

Assist with all sales, coordination, and administrative duties associated with his/her Account Directors in the Meet Hawai'i Meetings, Conventions, and Incentives (MCI) department – Single Property Sales. This position supports Directors in various time zones; requesting a flexible schedule with an arrival Hawaii Standard Time would be preferred.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** Perform other related duties as assigned or deemed necessary.

- Simpleview CRM Leads and Accounts
  - Manages and updates Directors' new and existing accounts, contacts, leads and correspondence in Simpleview CRM.
  - Input, send and follows up on sales leads in Simpleview CRM.
  - Creates and assists with sending out bid books as needed.
  - Keeps updated documentation of In Progress, Tentative, Definite, and Lost business.
  - Follows up and processes incentive offers for Definite Programs.
- Prospecting
  - Assists Directors with researching prospects, meeting histories, and other tools to solicit business.
  - Receives and follows-up with incoming inquiries and RFPs (Request for Proposal).
- General Administrative Duties
  - Completes and submits Travel Authorization Requests, NSTRA's and other forms necessary to obtain proper approvals for Directors and clients.
  - Assists with the completion of Month End Reports
- Amenities and Fulfillment
  - Assist Directors with amenities for site inspections, sales travel, and special requests.
  - Assists with amenity process for all MCI related inquiries associated with Directors. Collaboration with Senior Manager, Sales Administrator
- Hawai'i Single Property Team Specifics:
  - Becomes acquainted with Key hotels and contacts to support Directors
  - Provide hotel and island updates to Single Property team
- Other Sales Support
  - Assists Directors with creative projects as needed.
  - Assists in the coordination of sales activities and trips for Directors, which may include creating agendas, assistance with facilitating air, ground, and hotel reservations
  - Follows HVCB, Meet Hawai'i and Simpleview policies and procedures.

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

## **EDUCATION and/or EXPERIENCE**

- Minimum two-year certificate from college, and/or two years related experience and background, and/or equivalent combination of education and experience required. Prior administrative experience and/or background in the travel/tourism, hospitality, and/or meetings/conventions industry preferred.
- Computer proficiency required in the following software: Microsoft Office (e.g., Word, Excel, PowerPoint, Outlook), ADOBE. Experience using database software preferred.
- Must have excellent organizational skills; meticulous; be able to prioritize tasks and manage multiple projects concurrently.
- Must have knowledge of standard office equipment.
- Must be able to learn new account management systems such as Simpleview CRM and Concur Expense System
- Excellent communication skills, both verbal and written, are required.
- Ability to coordinate clerical and administrative tasks, including composing business correspondence, understanding, and carrying out oral and written instructions, dealing with daily operations/situations, cooperating, and getting along well with others.
- Ability to speak clearly, pleasantly, and effectively. Must be courteous and tactful in dealing with employees, the public, vendors and/or with personnel in various agencies; be diplomatic and able to project the "Aloha Spirit" while assisting others.
- Basic mathematical skills and ability to apply mathematical computations into spreadsheet work required.
- Must possess good reasoning and judgment, problem-solving, analytical skills, as well as strong attention to accuracy and detail, especially when working with numbers and reports.
- Must have good working knowledge of the Hawai'i visitor/tourism industry's distribution system.
- Occasional use of personal vehicle for transportation to and from meetings and/or errands (vehicle not provided by the company). Must have current/valid driver's license and vehicle insurance.

### Physical Requirements:

Must be able to sit for extended period. Must be able to lift 50 pounds on an occasional basis.

### Work Environment

Normal air-conditioned office, moderate noise level. In conjunction with providing primary sales coordination support for three (3) Regional Director of Accounts based in the US mainland (West Coast, Mid-West, and East Coast) scheduling requirements for this position will require availability to start at 7AM.

**The above information in this description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description.**