



## Job Description

**Job Title:** Sales & Services Administration Manager

**Department:** Sales & Services

**Reports To:** Senior Director - Sports Commission & Convention Sales

**FLSA Status:** Non-Exempt

**Prepared Date:** June 2022

**Summary** Coordination of sales and services functions. **In an effort to safeguard the health of our employees and their families, our customers and visitors, and the community at large, Visit Knoxville requires all staff members to be COVID-19 vaccinated.**

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Act as lead catcher for all incoming leads and RFPS, distribute to appropriate sales director
- Field in-bound phone calls, emails and inquiries for Sales & Services
- Report to DMAI's MINT database, calculate EI for outgoing sales leads
- Communicate with hotels to obtain pickup numbers for meetings and events held
- Communicate with meeting planners and event organizers to obtain actual attendance numbers for meetings and events held
- Communicate with key venues to obtain and enter projected and actual revenues
- Maintain sales database integrity
- Train new sales personnel in sales database usage
- Process outgoing sales correspondence
- Generate database reports to provide for quarterly reporting
- Maintain third party database for sales correspondence (Cvent, etc.)
- Enter gifts in kind to database and Generate and maintain external document to track and record
- Generate hotel report cards from database as requested to send to hotel partners
- Input and maintain digital sales files
- Assist sales and services with FAM (Familiarization) Tour planning and execution
- Coordinate site visit and pre-planning visit itineraries
- Responsible for all relevant services needed for specific accounts as designated by Sr. Director of Convention Services
- Assist with quarterly reporting and data for annual report
- Act as backup and assist with VK Housing when necessary
- Monitor and make regular updates to convention services files in database to include traces, services provided, and expenses incurred

- Acquiring bids for transportation, equipment, promo items, etc.
- Soliciting passes from attractions and restaurants for various department needs
- Generates reports as needed by management.
- Other duties and tasks requested by Sr. Director of Sports Commission & Convention Sales, Services, and the President

### **Supervisory Responsibilities**

This job has no supervisory responsibilities.

**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, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience** Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience. Knowledgeable of DMAI standards.

**Computer Skills** To perform this job successfully, an individual should have knowledge of Contact Management systems; Database software; Spreadsheet software and Word Processing software. Specialized training and course work via DMAI programs (i.e., MINT) and sales database.

#### **Language Skills**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**Mathematical Skills** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability** Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**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 sit; use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to walk; reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

**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.

## Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

**Cost Consciousness** - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

**Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

**Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Ability to interpret other peoples' ideas, thoughts, and visions and provide a tangible and executable solution. Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

**Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

**Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence.

**Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

**Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

**Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

**Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

**Innovation** - Outside the box thinking ability with inside the box teamwork. Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.