



JOB DESCRIPTION

Job Title:	Sales Coordinator
Division:	Sales
Reports to:	Director of Sales
Classification:	Part Time, Non-Exempt
Supervisory Responsibility:	None
Approved By:	President & CEO

Organization Background

Doing business as Visit Oakland, the Oakland Convention & Visitors Bureau (OCVB) the official destination marketing organization for Oakland, CA. We are passionate about Oakland and believe in our mission to increase tourism's economic impact through destination development and brand management. Visit Oakland serves as the umbrella organization for all visitor-related travel to Oakland.

Founded in 1999 to market Oakland as a travel and meeting destination, build awareness and stimulate hotel occupancy - Visit Oakland continues with that mission today, actively marketing and selling Oakland to attract visitors.

The OCVB is a private, not-for-profit, 501c (6) organization, with a 28-member board of directors and a staff of eight. Visit Oakland is funded by a dedicated hotel tax - Measure C, and hotel self-assessed TBID.

Position Summary

The Sales Coordinator will provide overall administrative support for Visit Oakland's sales and services department.

The Sales Coordinator should have excellent verbal and written communication skills and be comfortable interacting with tourism professionals, community leaders, business partners and meeting planners at all levels.

A strong aptitude for current technology and applications is required as well as the ability to evaluate, recommend and apply these technologies as appropriate. The Sales Coordinator should be organized, personable, enjoy working with the public, be creative, and have an aptitude for problem solving. This role is ideal for someone who thrives in a fast-paced environment, balancing new projects with day-to-day administrative responsibilities.

Essential Duties and Responsibilities

Sales & Services

- Support Director of Sales and Sales Manager with the creation of proposals, sales materials, and other projects.
- Facilitate the bid process for all groups and conventions requesting overnight rooms and/or meeting space.
- Send service request leads/referrals to business partners and city agencies as needed.
- Proactively conduct site visits and develop in-depth knowledge of venues, restaurants, and all partners supporting group business.

- Order and assemble VIP amenities and manage timely delivery to hotels.
- Arrange and coordinate overnight stays, meals and activities for VIP clients and business partners.
- Coordinate all logistics for Oakland FAM tours.

CRM Administration and Reporting

- Manage all aspects of Visit Oakland's CRM sales database.
- Write and compile all reports (ad-hoc and bi-monthly) on sales performance, activities and strategy.
- Maintain detailed records of communications, proposals and contracts for all convention groups requesting overnight rooms, meeting space, or services from Visit Oakland.

Administrative

- Responsible for all tradeshow coordination.
- Other administrative duties as needed.

Qualifications

- Bachelor's degree in Marketing, Business, or related field — or equivalent professional experience.
- Minimum of two years experience working in a related capacity (can include internships).
- Preferred: Experience in hotel sales with a focus on meetings and conventions, or prior work within a Convention & Visitors Bureau (CVB) or similar travel and tourism organization.
- Strong computer skills, including knowledge of Microsoft Office and Customer Relationship Management (CRM) software.
- Excellent analysis, tracking and reporting abilities.
- Superb oral and written communications skills.
- Available on weekends and evenings as needed.
- Valid Drivers license and a clean DMV record

Physical Requirements

The physical and work requirements listed are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to sit and work with hands and arms for at least eight (8) hours per day and five (5) days per week.
- Physical ability to stand, reach, lift, bend, kneel, stoop, climb, walk, crawl, push and pull items weighing up to 20 pounds.
- Stand and move throughout the office.
- Add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percentage.
- Have consistent and reliable attendance.
- Proficient interpersonal relations and communicative skills in English.
- Interpret a variety of instructions furnished in English written, oral, diagram, or schedule form.
- Write routine reports and correspondence.
- Meet daily, weekly, monthly, quarterly, yearly and other deadlines consistently.
- Work under pressure with changing, ambiguous priorities.
- Communicate effectively and promptly to clients or employees of the organization.
- High level of manual dexterity to adeptly type and use computer equipment.
- Auditory and visual skills – Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- Ability to work overtime occasionally at the last minute.

Compensation

Competitive hourly rate

Benefits: This is a part-time position and is not eligible for benefits.

Relocation Package: Not available

How to Apply

Submit resume and cover letter to jasmin@visitoakland.com

Visit Oakland is an Equal Opportunity Employer and is committed to fostering a diverse and inclusive workplace.