

Job Title:	Sales & Services Specialist
Division:	Sales & Services
Reports to:	Vice President of Sales & Services
Classification:	Full Time, Non-Exempt
Supervisory Responsibility:	None
Approved By:	President & CEO

ORGANIZATION BACKGROUND

Doing business as Visit Oakland, the Oakland Convention & Visitors Bureau is the official destination marketing organization for Oakland, CA. We are passionate about Oakland and believe in our mission -- Oakland is a World-Class Travel Destination. 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, aggressively marketing and selling Oakland to attract visitors.

The OCVB is a private, not-for-profit, 501(c)6 organization, with a 21-member board of directors and a staff of eleven. Visit Oakland is funded by a dedicated hotel tax - Measure C, which passed in 2009 and a TBID Assessment, which was renewed in 2018.

POSITION SUMMARY

The Sales & Services Specialist plays a critical role for the Sales department. This role requires a talented individual who can handle a variety of responsibilities listed below, as well as other sales related projects. The Sales & Services Specialist will provide overall sales and administrative support for Visit Oakland's Sales and Services department. The Sales & Services Specialist should be organized, personable, creative and have an aptitude for problem solving. It will be someone who thrives with multi-tasking in a fast-paced environment while taking on new projects, as well as, maintaining day-to-day administrative duties.

This role will be supporting a team who are on business travel 80% of the time. The Sales & Services Specialist 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. This position needs an individual who can hit the ground running and is a motivated self-starter. A strong aptitude for current technology and applications is required as well as the ability to evaluate, recommend and apply these technologies as appropriate. Most importantly, the Sales & Services Specialist must be able to work independently and clearly report on project completion statuses.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Sales & Services

- Simpleview data entry to include sales leads, bookings, lost business reports, purchase orders, work orders, expense reports, letters, and check requests

- Support Vice President of Sales & Services and Sales Manager with the creation of proposal kits, sales materials, and other projects
- Assist in sourcing and responding travel trade and meetings leads and sourcing to the appropriate hotels/ venues
- Assist in recording and tracking leads by following up with hotels, entering in the system and responding to both clients and hotel partners within 24 hours
- Assist in collection and follow up of hotel and venue proposals and preparation of sales proposals to present to associations/corporations to bid on future conventions and self-contained meetings
- Send service request leads/referrals to business partners and city agencies for all requests not including sleeping rooms
- Arrange and coordinate overnight stays, meals, transportation and activities for VIP clients and business partners
- Assist with pre-promotion for future conventions when necessary
- Provide back-up to staff in Visit Oakland booths during tradeshow/conventions. Some travel may be involved
- Assist with planning and executing client events and all travel trade and meeting planner Visit Oakland FAM tours
- Assist with any special projects and/or reports needed for the Sales Team
- Assist with servicing the needs of meeting planners and provide suggestions when appropriate which involves knowledge of Oakland
- Participate in and attend Visit Oakland sponsored partner events.
- Responsible for all tradeshow and sales mission preparation and logistics
- Enter and track quotes received in the Visit Oakland CRM
- Log tracking of all expenses in the budget for each event

CRM Administration and Reporting

- Manage all aspects of Visit Oakland's sales related activities in CRM
- Invoice management and coordination with accounting department
- Compile all reports (ad-hoc and bi-monthly) on sales performance, activities and strategy
- Manage and maintain detailed records of communications, proposals and contracts for all convention groups requesting overnight rooms, meeting space, or services from Visit Oakland
- Create and update templates on Visit Oakland's database
- Responsible as the CRM Administrator for the Sales & Services Department

Administrative

- Maintain calendar schedule and appointments
- Monitor, screen, respond to and distribute incoming communications
- Responsible for generating and processing invoices to partners for event participation
- Prepare and review sales related reports
- Manage and maintain tradeshow, sales mission, client event and sales related calendars

PERSONAL QUALIFICATIONS

- Detail oriented and organized
- Communicate with appropriate diplomacy and sensitivity in both internal and external relations
- Promote a positive culture of collegiality, accountability and continuous improvement.
- Demonstrates exceptional business acumen
- Respected as a team member in the workplace
- Delivers outstanding results

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.

- At least 2 years of related experience in secretarial and administrative duties
- Education and/or training equivalent to a bachelor's degree in business, hospitality, or a related field
- Strong proficiency in computer skills, including knowledge of Microsoft Office and Customer Relationship Management (CRM) software
- Must possess good oral/written communication skills
- Ability to interface effectively with various levels of hotel, client and industry stakeholders in a professional office environment
- Ability to handle multiple priorities with organization and efficiency and have a sense of urgency in completing tasks
- Ability to manage multiple deadlines and to manage multiple projects simultaneously
- Excellent analysis, tracking and reporting abilities
- Superb oral and written communications skills
- Must be available for overnight travel and to work long hours (including weekends and/or holidays), as needed
- Valid Driver's license and a clean DMV record
- Familiarity with Oakland as a meetings and leisure destination is necessary
- Ability to collect, retain, stay abreast of and communicate current Oakland and industry trends
- Efficient to work with minimal supervision and guidance
- Ability to clearly communicate with the Sales Team when they are away from the office
- Ability to move, lift, carry, push, pull, and place objects weighing less than or equal to 25 pounds without assistance
- Thrives in a high pressure and fast-paced environment

PREFERRED QUALIFICATIONS

- Previous experience in hotel event management, including meetings and conventions or significant experience working at a convention and visitors bureau or other similar travel industry organization
- DMO and Simpleview experience a plus
- Background of working in an Events/ Servicing capacity in the San Francisco Bay Area

HOW TO APPLY

Please submit your resume, cover letter and three professional references to rhanee@visitoakland.com.