

POSITION DESCRIPTION

2022

POSITION TITLE: Sales and Services Coordinator
REPORTS TO: Vice President of Sales and Services
DEPARTMENT: Convention and Visitors Bureau

JOB SUMMARY

Provides assistance to sales and convention service managers by helping with leads, follow-up and expedition of bid books, presentations, proposals, etc. Monitors leads, produces performance reports, may produce convention calendar and work with sales managers on developing FAM tours, site visits, trade show promotions, etc. Acts as back up support to CRM database coordinator. Supports Chamber reception/front desk on a as needed basis.

ESSENTIAL FUNCTIONS

- ◆ Must be able to travel independently. Reliable transportation and a valid driver's license are required. High amount of mobility is necessary.
- ◆ Position requires a professional, diplomatic demeanor and exceptional relationship-building skills. Must be able to deal with a variety of personalities.
- ◆ Above average communication skills (written and verbal).
- ◆ Ability to perform a full range of complex administrative support duties independently.
- ◆ Position requires someone with independent decision making skills and the ability to work independently with minimum guidance and as part of a team.
- ◆ Position requires extended periods of time sitting at a desk and utilizing a computer.

PRINCIPAL DUTIES

- ◆ Prepares and processes sales leads and accompanying follow-ups and/or lost business reports.
- ◆ Answers sales department phone and handles calls related to conventions and other general inquiries.
- ◆ Coordinates and executes the distribution of sales leads to hotels.
- ◆ Coordinate monthly hospitality industry meeting in a timely manner. Compile staff industry reports, make necessary copies, maintain databases, send notices and handle RSVPs.

- ◆ Assists with the maintenance and retrieval of general file information and special projects.
- ◆ Assists sales staff with bid proposal creation and assembly. Provides assistance for mailings.
- ◆ Assists sales staff with sales follow-ups and organization of account data.
- ◆ Assists sales staff with preparation for sales presentations.
- ◆ May compile content for bi-annual convention calendars, monthly media calendars, Board of Directors and convention reports.
- ◆ Responds to convention and travel-trade clients requesting information, material, etc.
- ◆ Maintains constant supply of sales materials (bid proposal packages, destination planner guides, sales kits, slides, videos, etc.) and monitors usage.
- ◆ Provides support as needed to CRM Data base coordinator and Chamber reception desk.

JOB REQUIREMENTS AND QUALIFICATIONS

- ◆ Minimum two-year degree from an academic institution preferred. Hospitality industry experience preferred.
- ◆ Excellent word processing skills. Above average knowledge of Microsoft Office Suite (Word, Excel, Access, PowerPoint).
- ◆ Strong communication and organizational skills.
- ◆ Must be able to work well with a variety of personalities.

The statements contained herein reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skills typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. This document describes the position currently available. It is not an employment contract. The Chamber reserves the right to modify job duties or job descriptions at any time.

Sales Coordinator

President
Convention and Visitors Bureau