

Partner Services Coordinator

Reports to: VP Sales & Services

Classification: Coordinator

Date: 11/17/15

Department: Sales and Services

Supervises: None



JOB FUNCTION:

Position maintains relationships with Seattle Southside business associates, by providing routine contact, opportunities to partner, information on sales efforts, and keeps current with changes with local businesses and sales contacts. Provides excellent customer services to assist group leaders and meeting planners in planning or executing their visit to the Seattle Southside area. Ensures business growth through satisfied and repeat clients. Also responsible for managing events for business associate and leads for non-room night group events, such as local meetings, and supports the sales team in their efforts.

Essential Functions:

1. Develop and maintain strong working relationships with the hotel community, local attractions, and the business community in order to keep up to date on local information.
2. Keep current with new tourism related businesses opening in Seattle Southside and reach out to new potential partners.
3. Provide business associates with routine information regarding opportunities to partner, market their business, and sales efforts.
4. Maintain accurate and updated account and contact information in the sales software system, Simpleview, for local business associates.
5. Project manage events for business associates (best-practices seminars, etc.) and the annual tourism symposium.
6. Provide top-level assistance to group leaders and meeting planners who are planning to or are arriving in the Seattle Southside area.
7. Assist the sales team in following up on sales leads with hotels for data.
8. Respond to client inquiries quickly and knowledgably.
9. Respond to and manage non-room night leads; work with event venues to create competitive bids to win business for Seattle Southside.
10. Support special projects and initiatives as assigned.
11. Communicate effectively and professionally with meeting professionals to determine their needs.
12. Keep knowledgeable on tourist attractions in the Seattle area and update information in Simpleview, and research to make recommendations based on this knowledge.
13. Attend tradeshow, client events, networking meetings and local meetings as a support to sales team and represent Seattle Southside professionally and competently.
14. Assist meeting planners and group leaders with referrals to transportation, catering, and other services and provide other helpful suggestions to make visiting the Seattle Southside area as easy and convenient as possible.
15. Assist with the planning, coordination and implementation of special cooperative sales programs (e.g., familiarization tours, sales blitzes, receptions, etc.) or other related activities as assigned, to creatively profile Seattle Southside as a group tour, travel, and meeting destination.
16. Encourage and promote a cooperative spirit among all Seattle Southside personnel, but especially the sales team, that promotes quality customer service, team-building, and continual self-improvement.

Qualifications:

To be successful, you will have a strong focus on customer service, for both internal and external customers. A desire and interest in working and growing in the hospitality industry is preferred. It is required that you be personable and professional in communication style and demeanor, as well as exhibit a consistent positive attitude.

- Bachelor's degree in related field preferred
- 2 years relevant administrative or hospitality experience preferred
- Must be a demonstrated self-starter who takes initiative, is extremely organized, who exhibits excellent and consistent follow through, creativity and responsibility.
- Must demonstrate high initiative and self-motivation, as well as creativity.
- Proficiency in Microsoft Word, Excel and Outlook programs with the ability to learn other software programs such as Simpleview required.
- Ability to operate computer, fax, copier, and general office equipment.
- Must be able to handle multiple projects and priorities with poise, enthusiasm, accuracy and efficiency.
- Must be able to speak, read, write and understand the primary language(s) used in the workplace.
- Must be comfortable in client facing situations and enjoy meeting new people.

License Requirements:

Valid WA State driver's license with good driving record.