

## **About Destination Toronto**

Toronto's visitor economy is a vital economic engine for the city, generating more than \$10 billion in economic activity and supporting 70,000 jobs in 2019. Destination Toronto's mandate is to reflect the breadth and diversity of Toronto's people, places and culture to inspire residents and visitors to meet, visit and explore our city. Operating in partnership with the City of Toronto, the Greater Toronto Hotel Association and the Ontario Ministry of Heritage, Sport, Tourism and Culture Industries, Destination Toronto markets and promotes the city to global travellers, attracts and supports major meetings and events, and supports local businesses to maximize the opportunities of visitor spending.  
destinationtoronto.com

## **JOB DESCRIPTION**

**Position Title:** Sales Coordinator  
**Department:** Global Sales & Services  
**Reports to:** Administrative Supervisor, Global Sales & Services  
**Location:** Toronto, Ontario  
**Updated:** March 2022

## **ROLE SUMMARY**

Provide efficient/quality administrative support on a timely basis to the sales staff of the Global Sales & Service department.

Global Sales & Service principal purpose is to increase tourism visits to Toronto by influencing the sales of meetings and conventions, business, corporate and incentive travel markets.

This position's primary objective is to provide daily support and assistance in the achievement of the sales strategies and related activities. The Sales Coordinator is to strive to exceed expectations in service to partners, partners and clients.

There is an extraordinary pace to manage deadlines. Some early morning/late evenings may be required to meet the requirements of our stakeholders.

## **Core Responsibilities**

- Execute "wow" service to all stakeholders
- Quality database management & proficiency in CRM
- Provide administrative support on a timely basis
- Meet Sales Directors needs to run CRM reports and searches
- Monitor projects to ensure that they are on track on a timely basis
- Service member/client enquiries with "wow" service, timely response within 24 hours.
- Distribute booking notices to relevant partners
- Manage sales inquiries in the absence of the Sales Directors
- Participate in Global Sales & Service bi-weekly huddle
- Assist with travel arrangements and maintain agendas
- Coordinate travel arrangements for clients
- Coordinate and participate if required in Client site inspections
- Liaise with member organizations
- Coordinate shipping of material for tradeshow, sales events, promotional events
- Assist at marketplaces with operational support
- Manage applicable projects as assigned
- Other tasks, assigned as required.

## **SKILL REQUIREMENTS/QUALIFICATIONS**

- 2+ years of demonstrated administrative support experience; preferably in a sales environment
- Previous experience working with a CRM
- Intermediate to advanced level knowledge of Google Workspace & database management
- Excellent organization skills
- Demonstrated ability in interpersonal skills and the ability to deal effectively with enquiries/customer service
- Demonstrated written/oral communication skills
- Outstanding attitude
- Multi-task driven
- Ability to adapt to fast pace
- Attention to detail
- Team player

### **How to Apply**

Please send resume to [human-resource@destinationtoronto.com](mailto:human-resource@destinationtoronto.com) and clearly indicate the application is for the position of “Sales Coordinator” in the subject line.

If you require a disability related accommodation to participate in the recruitment process, please email us. We will accommodate your needs under the Ontario Human Rights Code.

We thank all candidates for their interest in Destination Toronto and will directly contact those candidates selected for an interview.