

**Job Title:** National Sales Manager  
**Department:** Convention Sales  
**Supervisor:** Director of Sales  
**FLSA Status:** Exempt, Full-Time  
**Prepared Date:** 08/26/21

**Summary:**

The National Sales Manager position at Visit Tucson is essential to the overall success of the organization. Responsible for the solicitation and booking of group business on behalf of Visit Tucson, to Metro Tucson area hotels, resorts, destination spas, and dude ranches, by performing the following duties.

**Essential Duties and Responsibilities:**

- Actively work files in assigned market; properly document contact, activity and commitments made.
- Develop and solicit new accounts within the assigned market segment.
- Maintain and strengthen relationships with new and existing customers.
- Cultivate relationships with Visit Tucson strategic partners to ensure Tucson is always considered for meetings.
- Generate leads for the hotels, resorts, destination spas and dude ranches for potential group business.
- Aid partner hotels and resorts with confirming group business definite from Visit Tucson leads.
- Obtain signed booking reports from applicable hotel sales managers stating that Visit Tucson generated the lead and listing room nights, room rate, and other data that allow for economic impact of the booking to be tracked.
- Travel to assigned market areas on behalf of Visit Tucson to make sales calls and promote Metro Tucson as a meeting destination.
- Attend tradeshows (inside or outside of assigned market) and hosted buyer events on behalf of Visit Tucson
- Prepare and present formal bid presentations to clients.
- Serve as a liaison between the customers and hotels, utilizing your experience and talent to finesse difficult situations.
- Develop itineraries and host meeting planners' on-site inspections & familiarization tours (including arranging air, transportation, accommodations, and site itineraries to showcase Tucson as the premier destination to host meetings and events).
- Any other duties assigned by the Vice President of Sales or the President.
- Understand goals established for this position and strive to meet or exceed all measurables annually.
- Assist other departments within Visit Tucson as needed.

**Supervisory Responsibilities:**

- This job has no supervisory responsibilities.

**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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Visit Tucson requires all employees to be vaccinated against Covid 19 & maintain vaccination status as suggested by the CDC (booster shot), you will be asked to provide proof of vaccination upon application.

**Education and/or Experience:**

- Bachelor's degree (B.A.) from an accredited four-year college or university; and minimum of one to two years related hospitality industry sales experience and/or training; or equivalent combination of education and experience. The ideal candidate will have an extensive hotel group sales background and possess the ability to sell Tucson as a destination for meetings and conventions.

**Competencies:**

- To perform the job successfully, an individual should demonstrate the following competencies:
- **Customer Service** – Respond promptly to customer needs; solicit customer feedback to improve service; respond to requests for service and assistance.
- **Teamwork** – Balance team and individual responsibilities; exhibit objectivity and openness to others' views; contribute to building a positive team spirit.
- **Ethics** – Treat people with respect; inspire the trust of others; work with integrity and ethically; uphold organizational values.
- **Organizational Support** – Follow policies and procedures; support organization's goals and values; benefit organization through outside activities.
- **Judgment** – Display willingness to make decisions; exhibit sound and accurate judgment; support and explain reasoning for decisions; include appropriate people in decision-making process; make timely decisions.
- **Motivation** – Set and achieve challenging goals; demonstrate persistence and overcome obstacles; measure self against standard of excellence.
- **Planning/Organizing** – Prioritize and plan work activities; use time efficiently.
- **Professionalism** – Approach others in a tactful manner; react well under pressure; treat others with respect and consideration regardless of their status or position; accept responsibility for own actions; follow through on commitments.
- **Diversity** – Show respect and sensitivity for cultural differences; educate others on the value of diversity; promote a harassment-free environment; build a diverse workforce.
- **Dependability** – Take responsibility for own actions; commit to long hours of work when necessary to reach goals.
- **Mathematical Skills** - Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percentages.

- **Communication Skills** -Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.
- **Computer Skills** -To perform this job successfully, an individual should have knowledge of Microsoft Office for Windows. A working knowledge of the Internet and web skills. Will need to be proficient in Simpleview CRM.

**Other Qualifications:**

- Must be able to travel and willing to work evenings, weekends or holidays.
- Reliable transportation, a valid Arizona driver's license, valid auto insurance, and a good driving record.