**Position: Group Rooms Coordinator**

**Department: Sales & Marketing**

**Reports to: Director of Sales**

**SUMMARY DESCRIPTION:**

The Group Rooms coordinator is responsible for assisting our clients with their housing arrangements.  This role supports the client’s experience from the point that the contract turns definite to a few days before arrival when the information is transferred to the Front Office for execution.

**ESSENTIAL JOB FUNCTIONS/DUTIES:**

* Building room blocks in LMS
* Creating & sending booking links to clients
* Managing room blocks between Delphi and LMS to ensure sell through
* Auditing online and call in reservations
* Scrubbing for duplicate reservations as needed
* Ensuring all contractual terms pertaining to the room block are met (i.e. comp policy, upgrades.)
* Obtaining & inputting rooming lists
* Confirming VIP, names for suites
* Providing clients with performance updates as needed (i.e. pick up, block filled)
* Notifying clients when cut off dates are approaching
* Acknowledging when the cutoff date arrives
* Routing of billing for rooms
* Alerting reservations as needed
* Preparing all check requests and back up documentation for commission payments (including advance payouts.)
* Coordinating with Conference Services Manager & Accounting to ensure that all master billing pertaining to the room block is accurate.

**MANAGING PROFITABILITY:**

**Sales to GRC**

* Any room needs the client has prior to the contract turnover process (introduction of GRC) should be handled by the Hotel Sales Manager.
* Once a Group goes Definite, the client will be introduced to the GRC who will handle their group room needs moving forward.
* Attend client Pre-Cons for larger groups to review any questions/ clarifications pertaining to their Room Block.

**ENSURING EXCEPTIONAL CUSTOMER SERVICE:**

• Create an atmosphere that meets or exceeds guest expectations

• Set a positive example for both team members and guests

• Interact with guests to obtain feedback on quality and service standards

• Respond to and manage situations requiring service recovery

• Strive to improve service performance

**JOB SPECIFICATION:**

Bachelor's degree preferred

Three (3) years of experience in a similar position preferred.

• Must be at least 21 years of age.

• Must be proficient in the use of Microsoft Office applications including Teams, Outlook, Word, and Excel; LMS, Salesforce and others.

• Proven history of sales and service that clearly showcases an understanding of guest service and revenue growth

• Broad understanding of managing all aspects of meetings and catered events

• Must have exceptional communication, interpersonal, customer service, and negotiating skills.

• Must be able to obtain/maintain any necessary licenses and/or certifications.