

**PORT LUDLOW ASSOCIATES/Resort at Port Ludlow (Inn/Fireside)  
POSITION DESCRIPTION**

**FLSA:** Full Time Hourly

**POSITION TITLE:** Group Sales Coordinator

**DIVISION/DEPARTMENT:** Sales

**REPORTS TO (TITLE):** Senior Sales Manager

**SUPERVISES:** N/A

**DATE :** 8-15-2017

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**JOB SUMMARY:**

This position is responsible for supporting the Sales team through managing the day to day needs of the Sales office and handling the F&B of all business booked by Sales. Additionally, this position books all day functions and solicits overnight group business as outlined by the Group Sales Department. The position reports directly to the Senior Sales Manager with an indirect report to the Sales Manager. Interaction with all leadership is key to a successful performance.

In all cases, this candidate must uphold the Vision/Mission and Values of Port Ludlow Associates.

**QUALIFICATIONS: EDUCATION, KNOWLEDGE, TRAINING, & WORK EXPERIENCE**

Attention to detail, sense of urgency and ability to manage internal & external deadlines

Goal oriented with willingness to accept new challenges and responsibilities for further personal and professional growth.

Strong communication skills lending to collaboration with internal teams and external clients.

College or hospitality training preferred with emphasis on critical thinking, guest services and business operations.

Three to five years in customer service and administrative experience required.

A general knowledge of the hotel and/or food & beverage business desired.

Candidate must demonstrate good grammar, excellent spelling skills.

General office experience, PC and data entry skills with MS Office is necessary with willingness to learn internal software programs.

Integrity and trustworthiness expected.

Must exhibit a professional appearance and demeanor.

Must be able to work as a team player with the Inn staff and PLA Managers and also work independently.

After-hours networking and occasional weekends may apply.

Must have a valid Washington driver's license.

## **ESSENTIAL FUNCTIONS:**

### **Support Sales Department:**

- Manage office of Sales team (office supplies, filing, print/run/update reports & respectful of joint work space)
- Be the “face” of Sales with first impression on phone inquiries and walk in guests
- Ability to cold call & prospect for overnight retreats with market focus
- Keep all collateral updated including sales kits, websites, menus, etc.
- Monitor all Requests for Proposals and direct to Sales Managers
- Once a contract has been finalized, engage with meeting contact to become point of contact for all further details in planning
- Finalize details of planning and prepare paperwork including Banquet Event Orders and Rooms Resumes
- Remain point of contact through execution of programs and pass off to in house team
- Handle billing of groups upon conclusion of programs
- Prepare files for resolicitation

### **Maintenance of Tools:**

- Be Maestro expert in Sales & Catering modules
- Be Food & Beverage expert in Banquet arena
- Provide creative resources for sales support through innovative approaches

## ENVIRONMENT:

Work is performed inside the Inn with occasional trips to other business units and vendors.

### POSITION ANALYSIS/SPECIFICATIONS

	<i>N/A</i>	<i>OCCASIONAL</i>	<i>FREQUENT</i>	<i>CONSTANT</i>
Sitting				X
Standing			X	
Walking			X	
Bending Over		X		
Crawling	X			
Reaching		X		
Crouching	X			
Kneeling		X		
Balancing		X		
Pushing/Pulling		X		
Lifting/Carrying		X		
10lbs or less				
11lbs to 25lbs		X		
26lbs to 50lbs	X			
51lbs to 75lbs	X			
76lbs to 100lbs	X			
Over 100lbs	X			
Manual Dexterity				X
Fine Motor Skills				X
Gross Motor Skills		X		
Eye/Hand Coord.			X	
Near Vision			X	
Far Vision			X	
Color Recognition		X		
Hearing				X

### ENVIRONMENTAL FACTORS

	<i>YES</i>	<i>NO</i>
Working Outside	X	
Working Inside	X	
Climbing Stairs	X	
Working Alone	X	
Working Closely With Others	X	
Excessive Cold/Heat		X
Excessive Humidity/Dampness		X
Noise/Vibrations	X	
Working Above Ground	X	
Working Below Ground		X
Working with Chemicals/Detergents/Cleaners	X	
Working Around Fumes/Smoke/Gas		X
Walking on Uneven Surfaces	X	
Motorized Equipment or Vehicles	X	
Working Around Machinery/Motorized Equip.		X
Climbing on Scaffolds or ladders	X	

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**IMPORTANT DISCLAIMER NOTICE:**

The job duties, responsibilities, skills, functions, experience, educational factors, and the qualifications listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as a circumstance or condition of its business, competitive considerations, or the work environment changes.

I have read the above Position Guidelines and Position Analysis/Specifications and testify that I am able to perform the essential job functions for this position.

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**NAME**

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**DATE**