

THE INN AT PORT LUDLOW

POSITION TITLE: GROUP SALES ASSISTANT

JOB SUMMARY:

This position is responsible for supporting the Group Sales team through managing the day to day needs of the Sales office and handling any administrative tasks necessary in reaching the Group Sales' goals and assisting in execution of business booked by Sales. The position reports directly to the Senior Sales Manager with an indirect report to the Catering Sales Manager. Interaction with all leadership is key to a successful performance.

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:

- 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
- Keep all collateral updated including sales kits, websites, menus, etc.
- Proficient in Microsoft Office, Outlook, Word and Excel. Must be able to type 40-50 WPM.
- Strong organizational skills with attention to detail. Must be able to prioritize work load and be efficient and fast, yet thorough.
- Strong ability to multi-task and work expediently.

- Assist in contract process from contract preparation, processing and execution in support of Sr. Sales Manager and Catering Sales Manager
- Keep Maestro and Menus updated
- Update contact database; continuous data entry of prospective client lists to feed Group Sales' marketing efforts
- Manage Group Sales' Event Calendar and Group Resume Distribution
- Assist Catering Sales Manager with Administrative Tasks in preparation for group, inclusive of but not limited to printing menus, place cards, room set confirmation and operational communication as needed.
- Assist in final billing of groups upon conclusion of programs
- Prepare files for re-solicitation
- Be Maestro expert in Sales & Catering modules
- Oversee tools are operational as needed: Word, Excel, Databases, Etc.
- Provide creative resources for sales support through innovative approaches

ENVIRONMENT:

Office environment