



Job Description

Title: Sales Associate, Northeast Accounts

Reports to: Executive Vice President, Sales & Service

Overview of Position:

The primary responsibility of this position is to seek out and respond to group booking opportunities that utilize 150 rooms or less on peak night from assigned markets. To organize, coordinate and direct the operations and programs required for servicing meetings, conventions/trade shows, reunions, customer visits and FAM trips. Develops a business relationship with meeting and event planners as well as local hotels and service providers to address the requirements of both sides to capture the business.

Duties/Responsibilities:

1. Basic Functions

- To meet and exceed room night production quota and all other quotas established to help meet the room night expectations.
- Provides administrative support to the Senior Director of Sales.
- Prepare and issue leads.
- Organizes and conducts site visits of off-site facilities for meeting planners booked through Visit Savannah. May also conduct site visits on behalf of sales staff with planners considering Savannah. These activities may include site inspection includes setting the itinerary with participating venues, facilities and/or hotels.
- Establishes contact with convention, meeting and sports planners who are scheduled to bring groups into the area and to offer them destination services.
- Attend all internal and external meetings as required
- Maintains a well-informed working knowledge of all hotels, attractions, and services, both public and private, available in the area
- Provides input into sales and service strategies that would improve departmental productivity.
- Master the SimpleView customer relationship management system, its interface with MINT, Cvent, and produce all reports required for accurate month-end reporting.
- Provides service to groups that utilize up to 150 rooms on peak night.
- Maintains professional attire, image and demeanor always.
- Complies with all Visit Savannah policies and procedures.

2. Planning

- Must be able to prioritize, work on multiple projects at one time and meet due dates.

3. Networking/Communications

- Must be comfortable working with multiple supervisors at one time with varying management styles and maintain effective communications to complete projects and assigned tasks.
- Maintains frequent and positive communication with the Savannah hospitality community.
- Possesses strong oral and written communication skills for day-to-day interaction with clients, co-workers, and management.

- Provide Chamber members with relevant and accurate information that enables them to properly evaluate and correctly bid for business opportunities.
- Develops and maintains a close working relationship with and act as liaison between meeting planners and the hospitality community.
- Maintains an active, positive, and professional social media presence that promotes the destination and would never reflect poorly on the Savannah Chamber of Commerce or Visit Savannah.

4. Administrative

- Provides administrative support to the Senior Director of Sales. This includes entering leads, running reports, following up with hotels, facilities, and service providers. Assisting with tradeshow preparation, organization, and follow-up. General support as needed.
- Proficiency with Microsoft Office software (Outlook, Word, Excel, and PowerPoint) as well as the CRM, Cvent, the Internet and general office equipment.
- Maintains accurate and uniform documentation of all sales files in the CRM.
- Responds in a timely manner to all inquiries for future business and encourage future convention business from community contacts.

5. Customer Service

- Assists meeting planners with referrals to destination service manager or other Chamber member service providers.
- Fulfills meeting planner requests for brochures, maps or Show Us Your Badge information.

6. Organizational Commitment

- Maintains a cohesive working relationship with all other personnel to successfully accomplish Visit Savannah and Savannah Chamber of Commerce goals.
- Participates in ongoing high-quality improvement/client satisfaction efforts.
- Demonstrates high standards in service through all interactions with customers and clients.
- Handles additional responsibilities and projects as assigned.

Supervisory Responsibility: None

Education and Experience/Key Competencies:

- Four-year degree from an accredited college or university or
- Minimum of 1 year administrative or sale experience in a hotel or hospitality organization.
- Excellent communication and organizational skills.
- Participates in training opportunities for both professional and personal development.
- Ability to establish priorities and meet deadlines efficiently and effectively.
- Ability to effectively present information and respond to questions from managers, clients and customers.
- Must be a self-starter; be self-motivated and able to multi-task
- Must be flexible and be able to adjust to changing conditions, circumstances and priorities
- Must demonstrate a positive attitude and cooperate with co-workers.
- Makes sound judgments quickly.
- Can work on multiple tasks, making appropriate progress toward deadlines.
- Able to work independently, take direction and provide meaningful feedback.
- Able to work effectively with differing personalities within the office and the community.
- Maintains the highest degree of confidentiality.

Work Environment:

Working conditions are normal for an office environment. Work may require occasional weekend and/or evening hours. This position requires occasional domestic and international business travel. Reasonable accommodations may be limited to enable individuals with disabilities to perform the essential functions.

- Ability to sit or stand for extended periods of time.
- Ability to communicate clearly.
- Ability to drive/transport self and others.
- Ability to travel via airplane.
- Regular attendance and prompt daily reporting required.
- Makes sound judgments quickly.
- Can work on multiple tasks, making appropriate progress toward deadlines.
- Able to work independently, take direction and provide meaningful feedback.
- Able to work effectively with differing personalities within the office and the community.
- Maintains the highest degree of confidentiality.

Other Information:

This job description describes the general nature and work level to be performed; it is not intended to be construed as an exhaustive list of job responsibilities, duties and skills required for the position.

Updated as of: April 2022