

JOB DESCRIPTION

JOB TITLE: Sales Office Admin Asst/Sales Coordinator

DEPARTMENT: The Grove Hotel/ Sales & Marketing & Idaho Steelheads Sales/Admin

JOB RESPONSIBILITIES:

- Primarily provides clerical and minor technical support for the Idaho Steelheads, CenturyLink Arena and Grove Hotel sales departments and is responsible for the ongoing office management
- Includes managing the daily office operations for hotel, Steelheads and arena sales teams
- Ensure full time coverage for the sales office reception area as phone operator and greeter
- Type correspondence, reports and necessary forms i.e. contracts, as well as prepare proposals or other letters as directed
- Maintains well documented, accurate, organized and up-to-date file management in order to serve client and team members in the most expedient, organized and knowledgeable manner
- Develops strong customer relationships through appropriate client communication and the use of professional, courteous and ethical interpersonal interaction.
- Work with sales personnel to achieve required sales team goals
- Have current knowledge of both hotel and Steelheads rates, strategies, discounts and promotions
- Assist with completing any required sales reports
- Assist sales teams with implementing selling strategies
- Sort and distribute mail, order office supplies, and process outgoing shipments
- Act as the liaison between the various internal business lines and the point of contact for IT, Engineering, and Housekeeping requests
- Oversee the office electronic machines such as the copier, phone system, and sales databases. Manage Steelheads Conference Room calendar, plan meetings, and coordinate staff calendars and communications
- Oversee Steelheads merchandise sales including walk-in sales, online fulfillment, and taking continuous inventory
- Assist in the execution of special event sales and promotions for Steelheads such as: Chuck-a-Puck, Date Night, and Holiday Hat Trick
- Assist in the tracking and data collection of community donations
- Manage the distribution and payment (or donation) of gift certificates
- Prepare site visit packets and create custom presentations as requested by team members
- Assist in project-related marketing efforts such as contributing to the social media calendar and designing/ drafting email campaigns

- Prepare invitation list for media in any corporate or celebrity event
- Learn sales office programs such as Delphi, Meeting Matrix and provide support for sales team members
- Enter hotel daily sales pick up reports, maintain monthly sales reports,
- Learn & maintain Maestro access and knowledge in effort to support sales team members, create sales reports and reservations as needed
- Assume special projects as needed
- Contribute and work as a team player in all facets of this position
- Represents themselves and the business with the highest level of integrity and professionalism, a service focused approach and a caring, sincere attitude at all times
- Exhibits a positive and involved team attitude to all departments and maintains open communication with all co-workers for the best overall performance

JOB QUALIFICATIONS:

- BA or BS with focus on Tourism, Communications, Advertising and/or Marketing
- At least six months experience handling a multi-line phone system
- Proficiency in MS Professional Suite (Word, Excel, Publisher, Access)
- Experience in Adobe Creative Suite is a plus