



## **Sales & Event Coordinator**

### **Role Summary**

The Sales and Event Coordinator is responsible for preparing all event documentation and coordinates with sales, departments and guests to ensure consistent, high level services throughout pre-event, event and post event phases of sales and property events. Reporting to the Director of Sales & Marketing with a dotted line to the Director of Event Planning, this role is responsible for executing and supporting the sales function year round and the events team during the winter season.

### **Accountabilities**

- Provide administrative support to the sales and events team members including filing, sending emails, faxing and copying
- Process sales and event related documents such as Group Sales Agreements, memos, proposals, convention resumes, Event Orders, reports and Marriott Rewards claims
- Prepare all customer communications with a high sense of urgency
- Serve as point of contact for clients and communicate with them by phone or email to respond to inquiries, questions and requests
- Conduct resort tours for potential clients when necessary
- Enter, retrieve, reconcile and verify information such as commissions, leads, third party inquiries in sales software
- Ensure definite Quotes are turned over properly and in a timely fashion for proper service delivery
- Prepare business and wedding presentations
- Respond to client needs, coordinating with managers
- Complete and process month end reports and distribute to sales team members
- Assist with printing of cards or menus
- Create and distribute Event Orders and assist with distribution of daily events communications, including in-house meeting requests, brochures and promotions
- Gather materials to assemble information packages and keep sales collateral up-to-date
- Comply with all safety regulations for assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Other duties as assigned

### **Requirements**

- 1 year working in a similar administrative role or 2 years related hotel experience
- Ability to function calmly in a fast-paced environment handling multiple priorities simultaneously while maintaining a high level of quality and attention to detail
- Experience in Food & Beverage or Sales & Events related experience is an asset



- Superior telephone skills and written communication skills
- Proficiency in the use of Microsoft Office
- CI/TY experience considered an asset

### **Working Conditions**

- Must be able to work flexible hours including evenings, weekends and holidays
- Stand, sit or walk for an extended period of time or for an entire shift