



## **SALES ACCOUNT EXECUTIVE**

### **SUMMARY**

This position is responsible for the management of accounts to achieve guest satisfaction and to solicit past and new business to ensure all revenue goals (i.e., room nights, ADR, REVPAR, room rental, etc.) are achieved or exceeded. The position will lead the development and solicitation of business from all markets to ensure the necessary advance bookings needed for a successful and profitable operation for the hotel.

### **ESSENTIAL JOB FUNCTIONS**

The position requires the ability to perform the following essential job functions, with or without reasonable accommodation:

- Move throughout property to conduct site inspections. Maximize revenue by selling all facets of the Hotel, both orally and in written form to previous, current and potential clients.
- Handles account details so that all pertinent aspects of solicitation and closing are complete and documented.
- Communicates with other departments to ensure proper handling and servicing of accounts.
- Travels locally to conduct outside calls and promote the Hotel.
- Travels out of town to solicit business.
- Prepares information, meets with and entertains clients as deemed appropriate by potential business from that account.
- Represents Hotel at trade shows as specified by corporate trade show attendance guide.
- Assists the supportive staff with the maintenance of sales files.
- Orders amenities for meeting planners or VIP's.
- Increases visibility of the Hotel by actively participating in the community.
- Keeps immediate supervisor promptly and fully informed of all problems or unusual matters of significance.
- Performs all duties and responsibilities in a timely and efficient manner in accordance with established company policies and procedures including safety procedures and local, state and federal laws and regulations.

### **HOURS AND ATTENDANCE**

- Minimum of 40 hours per week.
- Regular and predictable attendance in conformance with the Hotel's standards, as may be established from time to time, is essential job function.

#### **MARGINAL OR SUPPORTIVE FUNCTIONS**

In addition to performance of the essential function, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the supervisor based upon the particular requirements of the hotel.

- Travel to industry-related tradeshows in various destinations around the world.
- Participate in key organizations as recommended by the Director of Sales.
- Other duties as assigned by the Director of Sales.
- Participate in Manager on Duty program.

#### **PHYSICAL AND MENTAL DEMANDS OF POSITION, INCLUDING ENVIRONMENT**

The individual holding this position must be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities:

- Protection from weather but not necessarily changes in temperature.
- While performing the duties of this job, the team member is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The team member must occasionally lift or move office products and supplies, up to 20 pounds.
- Must be able to frequently move freely about the office, and maintain manual dexterity to
- access computer via keyboard and operate office equipment, such as telephones, copiers, fax machine, computer systems etc.
- Availability to work a variety of hours, varied tasks under varied conditions in accordance to business levels.
- This position requires up to 50% travel. Frequently travel is outside the local area and overnight.
- Must be able to meet deadlines as required, meet multiple deadlines as business demands
- Must be able to effectively interface and communicate in English with public and team member's daily.
- Must be able to communicate effectively in a positive/upbeat fashion utilizing English; both orally and written.
- Must exhibit positive interpersonal skills with focused attention to guest needs and varied business contacts.
- Hearing and visual ability to observe and detect signs of emergency situations and to access and accurately input information using a moderately complex computer system.
- OSHA laws require the use of Personal Protective Equipment (PPE) when performing work duties that have the potential of risk to your health or safety.
- Normal routine involves no exposure to blood, body fluid or tissue, but exposure or potential for exposure may occur.

#### **KNOWLEDGE AND CRITICAL SKILLS**

The individual holding this position must possess the following knowledge, skills and abilities:

- 1+ years sales/hotel experience preferred.
- Proof of authorization/eligibility to work in the United States
- High School Diploma or equivalent.
- 2 or 4-year college degree a plus
- Ability to listen effectively and to speak English clearly to communicate with customers and team members and prepare written complex reports of room availability and revenues generated.
- Must have coordinating skills as pertains to determining time, place and sequence of operations or action.
- Basic mathematical skills and considerable skill in the use of a calculator to prepare moderately complex mathematical calculations without error.
- Ability to analyze information and make effective judgments.
- All team members must maintain a neat, clean and well-groomed appearance (specific standards available).