

# Conference and Events Sales Coordinator

## Job Description and Person Specification

### Position Details

<b>Position:</b> : Conference and Events Sales Coordinator	<b>Department:</b> Conference and Events Sales Coordinator	<b>Reporting to:</b> Conference and Events Sales Manager
<b>Salary:</b> from £18, 000 per annum	<b>Contract:</b> Permanent	<b>Hours per week:</b> 40 5 days out of 7

**Overall Objective:** To act as a primary point of contact for all external enquiries booking meeting or event space.

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<p><b><u>Main Objectives</u></b></p> <ul style="list-style-type: none"> <li>• To answer incoming enquiries via phone or email</li> <li>• To win business through effective pricing and quick responses to enquiries</li> <li>• To coordinate final details on a confirmed event</li> <li>• To liaise with various departments to ensure your booking is successful</li> </ul> <p><b><u>Summary of Duties</u></b></p> <ul style="list-style-type: none"> <li>• To deal with clients who have various meeting and event requirements – this can come via various channels</li> <li>• To quote clients on their specific meeting or event needs, and answering any questions about the facilities/services of the hotel</li> <li>• To answer all inbound phone calls</li> <li>• To check availability on our in house booking system for incoming enquiries</li> <li>• To manage the workload for any new or existing bookings</li> <li>• To liaise with the operations team on confirmed bookings</li> <li>• To bill and invoice clients on our in house system</li> <li>• To conduct venue site visits with clients</li> <li>• To work closely with the Groups Reservations coordinator to produce quotations that are residential</li> </ul>	<p><b><u>Essential</u></b></p> <ul style="list-style-type: none"> <li>• GCSE English and Math Grade C and above or equivalent</li> <li>• Excellent verbal and written communication skills</li> <li>• Ability to act on own initiative and be self motivated</li> <li>• Strong planning and organising skills</li> <li>• Interpersonal skills</li> <li>• IT skills</li> <li>• Computer skills: Must be adept in use of Excel Microsoft word, internet and email</li> <li>• Excellent time management skills</li> </ul> <p><b><u>Desirable</u></b></p> <ul style="list-style-type: none"> <li>• Experience of working within a Hotel or Events business</li> <li>• Flexible approach to working days and hours</li> <li>• Knowledge of Opera booking system ( Sales and Catering)</li> </ul>
<b>Reference:</b> H0441	<b>Closing date:</b> 15 <sup>th</sup> February 2019