
HERITAGE HOTEL GROUP

POSITION: SALES MANAGER / SALES REPRESENTATIVE

Sales Representative is responsible for all sales activities in assigned accounts or regions. Manage quality and consistency of product and service delivery.

MINIMUM QUALIFICATIONS:

- Bachelor's Degree in Business preferred
- Able to work with a moderate degree of independence
- Excellent written and oral communication skills
- Ability to multi-task- and staying focused on the big picture
- Strong time-management and organization skills
- Self-motivated, enthusiastic, with strong attention to detail
- Excellent people skills and customer service skills
- Ability to do sales in-person, on the phone, email and direct mail.
- Proficiency with Word, Excel, and PowerPoint at Intermediate level

RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:

1. Develops and maintains relationships with key clients (decision makers) in order to produce group, leisure and corporate business resulting in the increase of room sales
2. Develops sales activities to ensure actual sales meet or exceed the hotel's established revenue plan; accurately reports variances/projections.
3. Directs the scheduling of group activities at the hotel level and coordinates with other hotel-level departments to provide exceptional customer service.
4. Develops hotel-level tactical sales and marketing plans to support overall system-wide sales plans/strategies and programs.
5. Responds quickly to guest requests and inquiries in a friendly, professional manner. Follows up to ensure guest satisfaction.
6. Other duties as assigned by supervisor or management.
7. Daily use of QuickBase- HHG Sales Central to manage accounts, contacts, daily bookings and activities.
8. Booking/ Coordinating activities for meeting rooms (if applicable)
9. Management and Execution of a Prospect List
10. Prepare presentations, proposals and sales contracts.
11. Prepare paperwork to activate and maintain contract services.
12. Manage account services through quality checks and other follow-up.
13. Develop and implement special sales activities to increase room/meeting room sales

ADDITIONAL RESPONSIBILITIES:

1. Participate in marketing events such as seminars, trade shows, and telemarketing events.
2. Follow-up for collection of payment.
3. Coordinate shipping schedules and delivery of merchandise and services.
4. Provide on-the-job training to new sales employees.

KNOWLEDGE AND SKILL REQUIREMENTS:

1. Basic reading, writing, and arithmetic skills required. This is normally acquired through a high school diploma or equivalent.
2. Ability to persuade and influence others. Ability to develop and deliver presentations. Ability to create, compose, and edit written materials. Strong interpersonal and communication skills. Knowledge of advertising and sales promotion techniques. This is normally acquired through a combination of the completion of a Bachelor's Degree and three to five years of sales or marketing experience.
3. Visibility requires maintaining a professional appearance and providing a positive company image to the public.
4. Work requires significant local travel to current and potential clients. This requires the possession of a valid state driver's license within 60 days of employment.
5. Work requires willingness to work a flexible schedule and occasional overnight travel.

WORKING CONDITIONS:

Working conditions are normal for an office environment. Work requires significant local travel and may require occasional overnight travel and weekend and/or evening work.

HOW TO APPLY: WE LOOK FORWARD TO REVIEWING YOUR RESUME

- Please include a cover letter outlining these items:
 - Your experience in the hotel industry and time with HHG
 - Overall abilities and capabilities that will make you an ideal candidate
- Please submit your cover letter and current resume to careers@heritagehotelgroup.com