

**Job Title:** Sales Manager  
**Department:** Group Sales  
**Reports to:** Director of Sales  
After six months of full time employment, this position is eligible for benefits as stated in the Employee  
**Job Compensation:** Manual.

**Job Summary:** The primary purpose of this position is to generate and book new business while maintaining the existing client base. This position works regularly with other departments of the resort.

**Job Duties:**

- 1 Generate new business leads and maintain existing client base through telephone and on-site sales calls.
- 2 Up-sell products and services, closing the best opportunities for the property.
- 3 Gather and input all important customer data in order to plan appropriately (e.g. customer's goals, specific needs, key account info, etc.)
- 4 Closes sales by collecting client deposits and signed contract.
- 5 Conduct site inspections for generated leads.
- 6 Arrange pre-convention meetings with Planner and in house Managers. Attend each function as the primary contact for attendees.
- 7 Manage the event progress seamlessly by following established procedures, collaborating with other departments, and ensuring accuracy.
- 8 Book Tee Times.
- 9 Arrange pre-convention meetings with Planner and in house Managers. Attend each function as the primary contact for attendees.
- 10 Attend some trade shows and seminars.
- 11 Help book accommodations for client's and their guests
- 12 Perform additional duties as assigned.

**Knowledge, Skills, and Abilities:** Experience telephone sales with proven sales negotiating and closing skills  
Speak with others using clear and professional language  
Prepare and review written documents accurately and completely  
Answer telephones using appropriate etiquette  
Outstanding interpersonal skills and attention to detail  
Ability to handle confidential and sensitive information  
Ability to handle multiple guests and operational demands with a high degree of professionalism, operating often with time sensitive deadline  
Proficient computer skills and knowledge  
Ability to work a flexible schedule including nights, weekends and holidays

**Key Competencies:** Key Competencies include strong work ethic, negotiating and closing, attention to detail, relationship builder, multi-tasker, problem analysis and solving, excellent communicator, confidentiality and integrity. Adhering to our Core Values includes being guest-centric, teamwork, respect, pro-active, accountable, learning and sustainable.

**Qualifications:** Two-year degree from an accredited university preferred.  
A high school diploma or equivalent  
Two years working in the hospitality industry