

Job Description: Sales Leads Coordinator
Department: Sales
Report to: Senior Account Manager
FSLA Status: Non-exempt

Position Summary:

The Sales Leads Coordinator provides administrative support to the Sales department through the direction of the Senior Account Manager. This position supports a growing Sales team and is an opportunity for fast track advancement through learned skills in all facets of hospitality and guest service. The Sales Leads Coordinator represents the expanding Sales department in multi-facet role to support specific duties to Sales Account Managers, Front Desk and Reservations Agents. The primary responsibility is to increase engagement, efficiencies and growth through incoming lead inquiries.

Principal Duties and Responsibilities:

- Greet, route and manage all incoming sales opportunities through walk-in, phone and digital requests to the appropriate Sales Account Manager utilizing established inquiry systems
- Ensure customer requests are responded to within a welcoming and efficient service level
- Collaborate with Sales Account Managers to accurately track all group sales leads to identify trends by industry, event and overnight patterns
- Maintain and update competitive set report on a quarterly basis
- Assist Sales Account Managers with confirming final guest room counts prior to billing
- Provide other administrative responsibilities as needed and determined by Sales and Marketing Director to include compile data and create reports from Fort Worden's internal data sources
- Assist Sales and Marketing Director with minimal organizational needs to include maintaining and keeping current policy and department guides
- Assist Front Desk with data entry of guest surveys and support Front Desk and Reservation Manager's responses to guests comments as needed
- Willingness to learn basic Reservations Agent and Front Desk Agent functions for cross-training and offer support as needed
- Responsible for coordinating department supply orders through approved vendors
- Anticipate and work toward alleviating potential difficulties and roadblocks by reviewing and monitoring sales processes, business flow and assist with resolution of guest complaints
- Exceptional excel skills, verbal and digital communications are high priority
- Commitment to increase efficiencies with internal department and stakeholder communications and engagement
- Adhere to department and customer service standards, guidelines and policies
- Represent internal and external guests in a friendly and efficient manner
- Enhance the overall image of the Sales Department and Fort Worden
- Adhere and project best practices as defined by Fort Worden's core values
- Follow sustainability guidelines and practices related to Fort Worden's strategic initiatives

- Perform other duties, responsibilities and special projects as assigned

Qualifications

- 5 to 7+ years administrative or equivalent combination of experience assisting senior management in a comparable environment
- College degree in business management preferred but not mandatory
- Experience working in hospitality industry, resort or conference center preferred
- Strong organizational, project management skills and problem-solving skills with impeccable multi-tasking abilities
- Advanced Microsoft Office and Excel skills, with the ability to become familiar with organization-specific programs and software
- Friendly and professional demeanor, independent, a strong work ethic and sound judgment
- Exceptional interpersonal skills with the proven ability to effectively communicate and negotiate with all levels of management and customers
- Highly proficient in reading, speaking, writing, and understanding of the English language
- Understand, interpret, and apply administrative, departmental and organizational policies and procedures

Knowledge, Skills, and Abilities

- Ability to perform job functions with attention to detail, speed and accuracy in a fast-paced environment
- Demonstrated skill in systems analysis and design
- Ability to manage multiple work assignments and meet critical deadlines in an efficient and competent manner
- Accurately and proficiently write and edit documents at a speed that is necessary to meet deadlines
- Proven track record of anticipating what is needed next, maintaining a highly organized work flow, ensuring timely communications and not letting anything fall through the cracks
- Strong research and analytical skills and a systems thinker that can dive into the details
- Self-directed, strong work ethic, and can work well autonomously
- Willingness to dive into work projects and do whatever necessary to get the job done
- Work well with ambiguity and can effectively cope with change and shift focus comfortably
- Able to keep a calm composure under pressure; can handle stress; is a settling influence in a crisis; doesn't show frustration when resisted or blocked
- Customer-centric approach to work with no ego attached, exudes confidence with kindness and resourcefulness and can manage up with warmth and creativity
- Able to work with confidential information and maintain confidentiality

Key Competencies

Key competencies include strong planning and organizing attention to detail, information collection and monitoring, listening and communication, organizing data and information, attention to detail, integrity, honesty, customer focus, problem solving, problem analysis, communication skills, critical thinker, active listener, confidentiality, integrity, reliability, adaptability, and efficiency. Adhering to our Core Values includes being guest-centric, teamwork, respect, pro-active, accountable, learning and sustainable.

EEO Statement

The Fort Worden Public Development Authority is an equal opportunity employer without discrimination because of age, sex, color, national origin, marital status, veteran status, sexual orientation or presence of a disability. Pursuant to the Americans with Disabilities Act, the Fort Worden PDA will make reasonable accommodation of working conditions or methods in order to perform the duties of the position.

***Fort Worden Public Development Authority** is a Charter of the City of Port Townsend acting as a Special District public corporation. Our mission is to be financially self-sustaining, and to infuse the Fort with the beauty and energy that allows it to reach its potential as a gathering place for those who seek enrichment and discovery through life-long learning.*

Employee (Print Name)	Employee Signature	Date
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