



Position: Group Sales Coordinator

Department: Sales

Report to: Sales Manager

FSLA Status: Non-exempt

Wages & Benefits: Start at \$20-22 per hour, FULL BENEFITS for full-time employees includes medical, dental, and PTO. Plus discounts and other benefits. See Employee Handbook for details

Position Summary:

The Group Sales Coordinator is the first point of contact for groups sales inquiries and works to introduce our guests to the group sales offerings, pricing and services. Drives customer loyalty by delivering service excellence throughout each customer experience. This position works to increase engagement, efficiencies and booked business for our group sales clients.

Principal Duties and Responsibilities:

- Greet, route and manage all incoming group sales opportunities through walk-in, phone and digital requests utilizing established inquiry systems
- Ensure customer requests are responded to within a welcoming and efficient service level
- Collaborate with sales team to accurately track all group sales leads to identify trends by industry, event and overnight patterns
- Prepare group contracts, manage deposit requests and oversee group reservations during the initial booking process
- Implement strategies that achieve group revenue goals by following group booking parameters, upselling products and services and proactively rebooking guests
- Assist in event audit and billing process
- Provide other administrative responsibilities as needed and determined by management to include compile data and create reports from Fort Worden's internal data sources
- Willingness to learn basic Reservations Agent and Front Desk Agent functions for cross-training and offer support as needed
- Commitment to increase efficiencies with clear 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
- Understands the overall market (e.g., competitors' strengths and weaknesses, economic trends, supply and demand etc.) and knows how to sell against them.
- Develops and manages group sales promotions and attend key events, meetings and tradeshows to promote Fort Worden services.
- Works in conjunction with sales and finance teams to prepare reports on key business metrics
- Performs other duties as assigned to meet business needs
- Adheres to all standards, policies, and procedures.

Qualifications

- 2 to 3 years administrative or equivalent experience in a comparable environment
- High school graduate or GED required; college degree in related field preferred
- Advanced Microsoft Office and Excel skills, with the ability to become familiar with organization-specific programs and software

Group Sales Coordinator

PHYSICAL REQUIREMENTS AND POTENTIAL HAZARDS

The following identifies the physical demands and potential hazards typically encountered by this position. The information is necessary in part to ensure compliance with the Americans with Disabilities Act and the OSHA Blood borne Pathogens Standards. These can reasonably be anticipated in the normal and customary performance of the essential functions of your work.

NA: Not applicable, not required of this position.

NE: Requirement is present, but is not essential to the position.

O: Occasional, up to 33 percent of the time and essential to the position. (For example, a lifeguard swims only occasionally, but it is essential that a lifeguard be able to swim.)

F: Frequent, 34-66 percent of the time.

C: Continuous, over 66 percent of the time.

	NA	NE	O	F	C
Sitting					x
Walking			x		
Standing			x		
Running	x				
Bending or twisting	x				
Squatting or kneeling		x			
Reaching above shoulder level		x			
Climbing (e.g. ladders)	x				
Driving cars, light duty trucks	x				
Driving heavy duty vehicles	x				
Repetitive motion of hands/fingers					x
Grasping with hand, gripping			x		
Lifting/carrying 10-25 pounds		x			
Lifting/carrying 26-50 pounds		x			
	NA	NE	O	F	C
Lifting/carrying more than 50 pounds		x			

Pushing/Pulling		x			
Using Foot Controls	x				
Work in/exposure to inclement weather	x				
Work in/exposure to cold water	x				
Exposure to dust, chemicals or fumes		x			
Work/live in remote field sites	x				
Use of hazardous equipment (e.g. guns, chainsaws, explosives)	x				
Swimming, scuba diving	x				
Work at heights (e.g. towers, poles)	x				
Exposure to infection, germs or contagious diseases	x				
Exposure to blood, body fluid, or potentially contaminated materials	x				
Exposure to needles or sharp implements	x				
Use of hot equipment (e.g., ovens)	x				
Exposure to electrical current	x				
Seeing objects at a distance	x				
Seeing objects peripherally	x				
Seeing close work (e.g., typed print)					x
Distinguishing colors	x				
Hearing conversations or sounds					x
Hearing via radio or telephone					x
Communicating through speech					x
	NA	NE	O	F	C
Communicating by writing/reading					x
Distinguishing odors by smell	x				
Distinguishing tastes	x				

Exposure to wild/dangerous animals	X				
Exposure to insect bites or stings	X				
Work/travel in boat/small aircraft	X				
Exposure to aggressive/angry people				X	
Restraining/grappling with people	X				
Other:					
Other:					

Items checked above must be consistent with tasks listed.

I have read and understand the physical requirements and potential hazards of this position and am able to perform the physical requirements as stated above with or without reasonable accommodation.

Employee Signature

Date