



Fort Worden Hospitality

210 Battery Way
Port Townsend, WA 98368
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JOB ANNOUNCEMENT: SALES MANAGER

Full-time, 40 hours per week, FLSA Exempt

Starting Salary Range: \$65,500-72,640

Benefit Package (details below)

Reports to Director of Operations

OUR MISSION: Fort Worden Hospitality welcomes visitors to a treasured state asset – Fort Worden State Park and Lifelong Learning Center. We connect people to the park’s resources: the lifelong learning center campus, the cultural, educational, artistic, environmental, and recreational programs offered by the park’s partner organizations; the trails, beaches, and historic batteries. We also provide hospitality packages; meeting and events spaces; food service; and lifelong learning programming.

Fort Worden’s Service Philosophy

- **Cultivate a community** for anyone to feel welcome at Fort Worden.
- **Attention to detail** in every task.
- **Model of integrity** in policy and practice.
- **Proactively work to ensure guests and employees want to return.**

POSITION SUMMARY

The Sales Manager manages the Sales Department, overseeing reservations, group sales and catering sales. This position is responsible for executing the strategic direction of existing and new sales programs for hospitality experiences and meeting revenue goals. Drives customer loyalty by delivering service excellence throughout each customer experience. Verifies that the various teams across the company have the information and support needed to deliver on sold business in a timely fashion for high quality guest service.

PRIMARY DUTIES & RESPONSIBILITIES

- Manage, drive and motivate the sales and reservations team to achieve/or exceed revenue goals for vacation rental, venue and catering services.
- Book group events within the group booking parameters using the property management tools.
- Up-sells products and services, with the ability to bring the sale to closure.
- Understands the overall market (e.g., competitors’ strengths and weaknesses, economic trends, supply and demand etc.) and knows how to sell against them.
- Navigates all reservations considering the impact to operations and works to adjust sales program as necessary to meet internal and external needs.
- Uses negotiating skills and creative selling abilities to close on business and negotiate contracts.
- Represents sales department at staff meetings and reports out on sales activity.
- Ensures that events progress seamlessly by following established procedures, collaborating with other employees, and ensuring accuracy in creating necessary communication for operational success.

- Develops and manages group sales promotions and attend key events, meetings and tradeshows to promote Fort Worden services.
- Delivers strong group sales prospects and work on outbound sales opportunities.
- Assists in marketing sales products and services.
- Prepare reporting on key performance indications with leisure and group business. Monitor reporting tools to ensure operational goals are being met and adjust as necessary.
- Performs other duties as assigned to meet business needs.
- Upholds company mission and values. Adheres to all standards, policies, and procedures.

KEY COMPETENCIES

Key competencies include solid understanding of customer service; leadership to drive results and satisfaction; thriving in a team-oriented environment; being comfortable speaking in groups; practicing service-driven leadership; approaching problem-solving creatively; integrity, honesty, and adaptability.

QUALIFICATIONS

To perform this job successfully, the individual must have very strong verbal and written communication skills, be able to multi-task and perform all of the major duties described above in an efficient and competent manner. The requirements listed below are representative of the minimum level of knowledge, skill, experience and ability required:

1. Bachelor's Degree in related field;
2. Four years of experience in the sales and marketing, hospitality industry or equivalent field.
3. A track record of delivering on business and mission goals in a related industry
4. A valid driver's license with a safe driving record.

KNOWLEDGE, SKILLS & ABILITIES

- Proficiency in core Office 365 Suite required; Property management software, Maestro a plus.
- Effective and professional oral and written communication skills
- Able to establish and maintain healthy working relationships with people in the course of work including staff and customer relations management
- Excellent organizational skills; able to manage multiple projects and priorities
- Detail-oriented, accurate, thorough, and able to monitor work for quality
- Ability to handle multiple guests and operational demands with a high degree of professionalism, operating often within time sensitive deadlines.
- Ability to handle confidential and sensitive information.

BENEFITS

Employee Benefits include vacation time, paid time off, sick leave, discounts in restaurants, night stays and continuing education and training. Full time employees are eligible for insurance benefits including health, dental and vision.

EEO STATEMENT

Fort Worden Hospitality 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, Fort Worden Hospitality will make reasonable accommodation of working conditions or methods in order to perform the duties of the position.