



California's year-round playground

Job Title: Assistant Sales Manager

FLSA Status: Non-Exempt

Department: Sales

Salary: \$16 - \$18 hourly

Reports to: Director of Sales

Full Time Position

SUMMARY

Under the direction of the Director of Sales, this position has a supportive role in the team sales and activity goals through marketing Fresno/Clovis and the surrounding areas as a destination of choice for conventions, meetings, sports events and other special events. The position directly assists the Director of Sales with a variety of daily sales responsibilities that include communication with hotels, venues, meeting planners and any other supporting organizations. The Assistant Sales Manager, will have direct client contact, sales lead generation and follow up, account documentation, and data base maintenance. As well, this position will assist in preparing sales leads and proposals related to convention/meeting event sales, and perform other related duties as assigned. The Assistant Sales Manager will also maintain close working relations with area hotels, municipal facilities, and serve as a liaison between clients and these facilities; assists in planning and coordination of sales programs what will showcase Fresno/Clovis and the surrounding areas as a convenient and economical meeting location.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Help coordinate rates/blocks with hotels
- Work with vendors to secure pricing proposals
- Follow up with hotels on outstanding proposals
- Build RFP packets
- Organize supporting documents
- Work CVB event booths
- Build understanding of hotels & partners
- Work closely with DOS on large accounts

- Service repeat clients' needs
- Coordinate VIP services
- Deliver promotional items
- Keep constant hotel updates with sales contacts
- Coordinate loose ends on events and assist as needed

SUPERVISORY RESPONSIBILITIES

Exercise no direct supervisory responsibilities

ESSENTIAL QUALIFICATIONS

Knowledge of:

- General office operations, policies and procedures.
- Assist with negotiating and competitive opportunities.
- English usage, spelling, grammar, and punctuation.
- Principles and practices of business letter writing.
- Principles and procedures of record keeping.
- Principles and practices related to current computer technology.
- Strong customer service and business etiquette and basic principles and techniques used in dealing with the public.
- Automated programs including word processor, spreadsheet, and data base applications.
- Safe driving principles and practices.

Ability to:

- Type at a speed necessary for successful job performance.
- Operate a motor vehicle safely.
- Represent the bureau in a courteous, professional and service oriented manner.
- Organize, prioritize, and multi-task.
- Operate modern office equipment, including a computer and applicable software.
- Perform responsible problem solving techniques.
- Represent the bureau locally.
- Be attentive to details and effectively communicate and approach new challenges with a positive attitude and enthusiasm.
- Provide good organizational skills, multi-task in fast paced environment, and have excellent verbal and written communication skills.
- Promote strong communication and customer service skills
- Work independently in the absence of supervision
- Understand the organization and operation of the FCCVB and of outside agencies as necessary to assume assigned responsibilities.

- Establish, maintain, and foster positive and harmonious working relationships with co-workers and clients.

EXPERIENCE AND EDUCATION GUIDELINES

Experience and/or Education:

- High school diploma
- Some higher education preferred
- Customer service experience recommended
- Be able to work well with the public, clients, and staff

License or Certificate:

Possession of a valid California driver's license and the ability to be insurable under the FCCVB's automobile insurance plan at the standard rate.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The position requires prolonged sitting, standing, walking, reaching, kneeling, bending, and stooping in the performance of daily activities. Also required are grasping, repetitive hand movement, and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, papers, and documents weighing up to 25 pounds is also required.

WORKING ENVIRONMENT

The work environment characteristics described are high volume and fast paced. Employee must have the ability to work with a diverse population and in a standard office environment. Employee must be willing and available to work a flexible schedule. Reasonable accommodation may be made to enable individuals with disabilities to perform essential function