

Job Title	Group Sales & Services Assistant
Job Category	Group Sales
Reports To	Director of Group Sales
Summary	Performs administrative duties to support the two Group Sales Managers. Manages the department's client database. Arranges managers' meetings and travel or trade shows, bid books and other sales projects as directed. Also provides convention or tournament groups with group services like giving counsel on spouses' activities, visitor guides and name badges. This person also serves as our representative to any motorcoach or bus tour operators.
Duties & Responsibilities	<p><u>Group Sales Assistant</u></p> <ul style="list-style-type: none"> • Establishes a working/support relationship with our group convention and tournament sales managers working to bring events and meetings into our community. • Maintains our Simpleview CRM database of accounts. • Adds 'tags' to accounts in database for future client events, sales missions, etc. • Assists Sales Managers with arrangements for Site Tours including making itineraries and gifts. • Assists Sales Managers with preparation of bid books, proposals and presentations. • May handles requests from clients for small meetings to enable sales staff to work on larger events. • Makes arrangements for sales staff to attend tradeshows including booth registrations, shipping materials, travel arrangements, and helping with promotional items and sales binders. • Maintains a progress report of all sales leads, booking definites and lost business. • Prepares weekly sales meeting agendas, minutes and Friday activity reports. • Helps document the hotel use of certain groups. <p><u>Group Services</u></p> <ul style="list-style-type: none"> • Develops services to promote attendance at conventions and tournaments. • Provides community information to attendees before and during their event. • May act as our bureau's representative to event planners once groups are booked. • Offers advice and suggestions on local entertainment, tours and other activities • Serves as a resources for event planners regarding local speakers and entertainment options • Works with event planners to promote attendance to events held in our city including the preparation of promotional materials or use of micro-websites to promote other activities. • Maintains an inventory of facility guides, name tags and convention bags for groups' use. • May serve as our bureau's representative to assist/greet/register conventions and tournaments. <p><u>Motorcoach Services</u></p> <ul style="list-style-type: none"> • Responsible for assisting bus tours. Maintains records of bus tour clients in the CRM database. • Advises bus and motorcoach operators on options on local tours, attractions and activities. • May attends bus tour tradeshows including follow-up calls to encourage future trips/tours to FW <p><u>Other</u></p> <ul style="list-style-type: none"> • Maintains an inventory of specialty advertising products for use by the Group Sales staff. • Maintains and produces the annual Convention, Trade Show and Sporting Events Calendar. • Serves as back-up to Visitors Center staff in certain situations. • Performs duties as assigned by Group Sales Director and/or Sales Managers.
Ideal Candidate Will Possess The Following Characteristics	<ul style="list-style-type: none"> • Resourceful and well organized. Detail oriented • Ability to manage multiple tasks from multiple managers • Good 'people skills' to communicate with group sales managers as well as clients • Excellent computer software and database skills • Maintain professional appearance and demeanor at all times

Requirements	<ul style="list-style-type: none"> • Two-year or 4- year degree from an academic institution • Proficiency in Microsoft Office Suites software. • Ability to learn Simpleview software system • Two or more years' experience in an administrative capacity • Ability to sit for extended periods of time • Requires occasional lifting of boxed items of 25 pounds or less • Ability to occasionally travel overnight to attend bus tour trade shows • Ability to maintain confidential, professional relationships 	
Benefits	<ul style="list-style-type: none"> • 100% paid Medical Insurance • 100% paid Dental Insurance • Short Term and Long Term Disability 	<ul style="list-style-type: none"> • Life and Accidental Death & Dism. • Paid Parking • Health & Wellness program
Hours	<ul style="list-style-type: none"> • Full time, hourly position Mon-Friday, 8 AM to 5 PM • May work an occasional Saturday due to absent personnel or assist client 	
Wages	<ul style="list-style-type: none"> • \$14.00-\$15.00/hour, commensurate with qualifications and experience. 	

Please submit cover letter and resume to beth@visitfortwayne.com

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