



JOB DESCRIPTION

Job Title:	Sales & Services Administrative Coordinator
Division:	Sales & Services
Reports to:	Vice President of Sales & Services
Classification:	Full Time, Non-Exempt
Supervisory Responsibility:	None
Approved By:	President & CEO

ORGANIZATION BACKGROUND

Doing business as Visit Oakland, the Oakland Convention & Visitors Bureau is the official destination marketing organization for Oakland, CA. We are passionate about Oakland and believe in our mission -- Oakland is a World-Class Travel Destination. Visit Oakland serves as the umbrella organization for all visitor-related travel to Oakland.

Founded in 1999 to market Oakland as a travel and meeting destination, build awareness and stimulate hotel occupancy, Visit Oakland continues with that mission today, aggressively marketing and selling Oakland to attract visitors.

The OCVB is a private, not-for-profit, 501(c)6 organization, with a 21-member board of directors and a staff of eleven. Visit Oakland is funded by a dedicated hotel tax - Measure C, which passed in 2009 and a TBID Assessment, which was renewed in 2018.

POSITION SUMMARY

The Sales & Services Administrative Coordinator plays a critical role to the entire department and requires a talented individual who can handle a variety of responsibilities listed below, as well as other sales related projects. The Sales & Services Administrative Coordinator will provide overall sales and administrative support for Visit Oakland's Sales and Services department. The Sales & Services Administrative Coordinator should be organized, personable, creative and have an aptitude for problem solving. It will be someone who thrives with multi-tasking in a fast-paced environment while taking on new projects, as well as, maintaining day-to-day administrative duties.

This role will be supporting a team who are on business travel 80% of the time. The Sales & Services Administrative Coordinator should have excellent verbal and written communication skills and be comfortable interacting with tourism professionals, community leaders, business partners and meeting planners at all levels. This position needs an individual who can hit the ground running and is a motivated self-starter. A strong aptitude for current technology and applications is required as well as the ability to evaluate, recommend and apply these technologies as appropriate. Most importantly, the Sales & Services Administrative Coordinator must be able to work independently and clearly report on project completion statuses.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Sales & Services

- Support Vice President of Sales & Services and Sales Manager with the creation of proposal kits, sales materials, and other projects
- Assist in responding to travel trade and meetings leads and sourcing to the appropriate hotels/ venues
- Assist in recording and tracking leads by following up with hotels, entering in the system and responding to both clients and hotel partners within 24 hours
- Facilitate the bid process for travel trade and all groups and conventions requesting overnight rooms and/or meeting space
- Send service request leads/referrals to business partners and city agencies for all requests not including sleeping rooms
- Arrange and coordinate overnight stays, meals, transportation and activities for VIP clients and business partners
- Coordinate all logistics for all travel trade and meeting planner Visit Oakland FAM tours
- Responsible for all tradeshow and sales mission preparation and logistics
- Delegate preparation of promotional collateral to Visitor Services
- Assist with conducting site visits to book Visit Oakland events
- Enter and track quotes received in the Visit Oakland CRM
- Manage tracking of all expenses in the budget for each event
- Manage attendee list and timely communication with all stakeholders

CRM Administration and Reporting

- Manage all aspects of Visit Oakland's CRM sales database
- Invoice management and coordination with accounting department
- Compile all reports (ad-hoc and bi-monthly) on sales performance, activities and strategy
- Manage and maintain detailed records of communications, proposals and contracts for all convention groups requesting overnight rooms, meeting space, or services from Visit Oakland
- Create and update templates on Visit Oakland's database
- Responsible as the CRM Administrator for the Sales & Services Department

Administrative

- Maintain calendar schedule and appointments
- Monitor, screen, respond to and distribute incoming communications
- Responsible for generating and processing invoices to partners for event participation
- Prepare and review sales related reports
- Manage and maintain tradeshow, sales mission, client event and sales related calendars

QUALIFICATIONS

- Bachelor's degree in business, hospitality, or a related field
- Minimum of two years of experience working in a related capacity (can include internships)
- Strong computer skills, including knowledge of Microsoft Office and Customer Relationship Management (CRM) software
- Ability to manage multiple deadlines and to manage multiple projects simultaneously
- Excellent analysis, tracking and reporting abilities
- Superb oral and written communications skills
- Available on weekends and evenings as needed
- Valid Driver's license and a clean DMV record
- Familiarity with Oakland as a meetings destination is necessary

- Ability to collect, retain, stay abreast of and communicate current Oakland and industry trends
- Efficient to work with minimal supervision and guidance
- Ability to clearly communicate with the Sales Team when the Sales Manager and Vice President of Sales & Services are remote
- Thrives in a fast-paced environment

PREFERRED QUALIFICATIONS

- Previous experience in hotel sales or hotel event management, including meetings and conventions or significant experience working at a convention and visitors bureau or other similar travel industry organization
- DMO and Simpleview experience a plus
- Background of working in hospitality sales for the San Francisco Bay Area Market

HOW TO APPLY

Please indicate computer programs you are proficient in and submit your resume, cover letter, two writing samples and three professional references to **rhane@visitoakland.com**.