

Position Title: Conference Sales & Services Coordinator
Classification: Full-Time/ Non-Exempt

Conference Sales & Services Coordinator

The job of Conference Sales & Services Coordinator is to act as the primary contact with conference group leaders including proactive/reactive sales activities; gathering all conference needs including the scheduling of venues, conference set-ups, and food requirements. This position works closely with conference group leadership and the Guest Services Director, Sales Manager, and other Conference Coordinators to provide the highest quality service to existing and potential conference groups. This is a highly visible role and one that is often the launching pad for further professional growth.

1. High school diploma required, Bachelor's Degree preferred. 1-3 years of experience in a hospitality setting, preferably in sales admin or conference services.

For more information see our posting at www.silverbay.org/employment

Please submit cover letter, resume and 3 references to our Sales Director, Lindsey Butler – lbutler@silverbay.org.

QUALIFICATIONS

2. H.S. Diploma required,
3. Strong interpersonal and communication (verbal and written) skills. Some public speaking may be required.
4. Proficiency in Microsoft Office.
5. Strong attention to detail, highly organized and ability to multi-task.
6. Hardworking, persistent, dependable, flexible, self-starter and team oriented.
7. Positive, enthusiastic, courteous, friendly, and professional demeanor; enjoying the challenge of serving our conference guests.
8. Ability to work and thrive in a fast paced, open, evolving team environment.
9. Good meeting management skills.
10. Proven problem solving skills and ability to multi-task events and duties.

PRINCIPAL ACTIVITIES

1. Involved in conference sales lifecycle.
2. Create and maintain the conference folders and file information using the One-Note System.
3. Responsible for pre-conference communication and planning, assuring availability of lodging and meeting spaces.
4. Responsible for maintaining the conference calendars; works as part of a team that reserves meeting spaces and inputs conference needs into appropriate systems and communicating same to key stakeholders..
5. Assists in report preparation and for the weekly "Operations Committee" meeting.
6. Assists the Conference Services Team with tracking trends in the industry; popular programming, evolving market segments, benchmarking, etc.
7. Any other duties as assigned by the Sales Director.
8. As a 24-hour operation all staff may be asked to work weekends, evening or

night shifts in order to serve our members and guests.

BENEFITS

This exciting position is offered at an hourly rate between \$12.00 and \$13.00 per hour, depending on experience. A competitive benefits package which includes health care and a 10% contribution to the Y retirement plan is also offered. The selected candidate will also join the Silver Bay "EMP" community, which consists of fulltime, part-time and seasonal employees. As an EMP, the selected candidate will receive a YMCA membership and access to all Silver Bay programs.