



SILVER BAY

Conference and Family Retreat Center on Lake George

Position: Conference Sales & Services Coordinator

About Us:

The Silver Bay YMCA Conference & Family Retreat Center was founded in 1902 and is located in Silver Bay, NY. Its 700 acre campus along one mile of Lake George shoreline offers a wide breadth of programs for all people and ages. Silver Bay YMCA presently employs ~50 full-time staff members plus a seasonal staff of ~200. Silver Bay YMCA is consistently ranked one of the top ten family reunion sites in the country and is on the National Register of Historic Places with the U.S. Department of the Interior. Silver Bay is engaged in various on-going modernization projects, including the newly opened \$14 million William Boyd Center. As a mission based organization, Silver Bay YMCA offers a broad range of community outreach programs.

Mission:

The mission of Silver Bay YMCA is to foster a lifelong sense of belonging, strengthen relationships, and nurture spirit, mind, and body for all.

Desired Impact:

Because of the Silver Bay YMCA, personal and family bonds are stronger. People are more connected, respectful, and caring; have the confidence to develop to their fullest potential; and impact the communities in which they live. Inspired by the beauty of the landscape at Silver Bay, they become better stewards of the environment.

Position reports to:

Sales and Marketing Director

Classification:

Full Time/Non-Exempt

Salary and Benefits:

Salary commensurate with experience. Excellent benefit package includes a 10% contribution towards retirement and a generous paid time off policy.

Application Deadline:

Applications accepted until the position is filled. Interviews for qualified applicants will begin immediately.

General Function:

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.

Qualifications:

- High school diploma required, Bachelor's Degree preferred.
- 1-3 years of experience in a hospitality setting, preferably in sales admin or conference services.
- Strong interpersonal and communication (verbal and written) skills.
- Some public speaking may be required.
- Proficiency in Microsoft Office.
- Strong attention to detail, highly organized and ability to multi-task.
- Hardworking, persistent, dependable, flexible, self-starter and team oriented.
- Positive, enthusiastic, courteous, friendly, and professional demeanor; enjoying the challenge of serving our conference guests.
- Ability to work and thrive in a fast paced, open, evolving team environment.
- Good meeting management skills.
- Proven problem solving skills and ability to multi-task events and duties.



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Principle Activities:

- Involved in conference sales lifecycle.
- Create and maintain the conference folders and file information using the One-Note System.
- Responsible for pre-conference communication and planning, assuring availability of lodging and meeting spaces.
- 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.
- Assists in report preparation and for the weekly "Operations Committee" meeting.
- Assists the Conference Services Team with tracking trends in the industry; popular programming, evolving market segments, benchmarking, etc.
- Any other duties as assigned by the Sales Director.
- 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.

Submit Applications to:

lbutler@silverbay.org