



JOB DESCRIPTION

JOB TITLE: Sales and Administration Manager
DEPARTMENT: Sales
REPORTS TO: Director of Sales

SUMMARY: Provides support and administrative services to both the Sales and Administration teams at Visit Jacksonville. Manages travel scheduling and needs for the Sales team and the President/CEO. Tracks ROI on travel for Visit Jacksonville and maintains accurate database information to ensure groups and meeting planners have a positive experience working with our sales and services teams.

DUTIES & RESPONSIBILITIES:

- Assists the Director of Sales and National Account Managers in tradeshow and travel responsibilities to include registration, airfare, lodging, booth preparation and shipping of show materials.
- Prepares and generates sales leads and distributes to hotels and industry partners.
- Manages sales co-ops with hotel partners for tradeshow where applicable.
- Assists sales team with prospective clients (walk-ins and phone); often first contact for meeting planners.
- Manages RFPs received via email and sends to appropriate sales team member.
- Pre-qualifies leads and assists with distribution to properties when appropriate.
- Handles small group leads as assigned.
- Ensures booths are reserved for tradeshow where appropriate and primary liaison for conference regarding booth specifications, needs, set-up requirements, shipping, etc.
- Compiles and packages materials for sales team (i.e. meeting planner guides, giveaways as well as any exhibit booths/ pop-up screens, etc.) to ensure available at conference/show.
- Responsible for maintaining all travel reservations and requirements for President/CEO. Works with the President on needs for each specific travel opportunity and ensures all travel is appropriately managed.
- Completes travel packets for the President for submission to accounting.
- Assists with travel booking needs for the COO and CFO as requested.
- Manages various billing and accounting functions for the sales team.
- Assists with Visit Jacksonville Board of Directors meetings when needed including minute taking and board member packets.
- Manages the bid book process for the sales team.
- Maintains and tracks sales statistics in IDSS database including leads, lost business, bookings, contacts, etc.
- Tracks and documents sales team deliverables as assigned; provides support for accuracy and completeness.
- Maintains the ROI for tradeshow attended by sales team by cost to booking analysis.
- Prepares award letters for grants, sponsorships and other offerings to group business provided by the sales team or Director of Sales.
- Attends and assists with any planning needs for various sales meetings and team sites to local properties.
- Assists sales team with any coordination required for client site visits to Jacksonville.
- Prepares correspondence on behalf of the President/CEO of Visit Jacksonville as requested.
- Maintains notary certification for the needs of the office.
- Assists with the mail function for the office to include sorting, distribution and logging checks received.

MINIMUM REQUIREMENTS:

- Four-year degree from an accredited academic institution OR 7 years work experience in the tourism industry (preferably hotels).
- Ability to multitask and work for multiple managers managing multiple styles of leadership
- Aptitude for timeliness and precision in work with specific attention to detail.
- Team player mentality, willing to get the job done and go above and beyond in meeting client expectations.
- Maintains client confidentiality as well as organizational confidentiality on all tasks, trustworthy.
- Excellent communication skills both written and verbal. Ability to present material to groups if needed.
- Working knowledge of the following computer software programs:
 - Microsoft Office Suite
 - Adobe
 - CRM system: IDSS (preferred)