Position Title:	Sales Coordinator
Report Directly to:	Director of Sales
Type of Employment:	Full Time / Permanent

Job Brief:

Explore Gwinnett is seeking a Sales Coordinator to serve as the primary administrative support staff to the sales team. This person will be responsible for general office work including, but not limited to, coordinating shipping trade show booths, producing sales reports as necessary for DOS on IDSS, assisting the staff with bookings, trade shows, and special projects. This person will professionally and pleasantly interact with a variety of people and, as appropriate, will represent Explore Gwinnett at designated functions.

Specific Responsibilities:

- The sales coordinator will be an IDSS expert and the hotel and staff liaison to the sales lead software including training new employees on the database
- Maintain knowledge of and proficiency in use with all communications and other office equipment
- Maintain inventory of brochures and promotional items and communicate needs as necessary, as well as, working with team on selecting and ordering items
- Assist the sales staff in all aspects of the sales process, including but not limited to, direct mailings, preparing presentation mailings, FAM details, coordinating mailings, group meeting/tour history collection, submitting leads in IDSS, sending out bid books to group contact and dissemination of group lead/booking/cancellation bulletins
- Fulfillment of group inquiries for meetings requiring no guest rooms
- Coordinate the maintenance and shipping for the EG trade shows booth and other collateral
- Coordinate, communicate and update hotels, facilities and attraction information in the database and public folders to ensure up to date accuracy of all properties and personnel
- Research, compile, communicate and maintain all sales related lists (i.e. tradeshows, networking, corporate, associations etc.) as well as, entering contact information for sales team collected at tradeshows and executing proper follow up
- Assist the sales staff with the preparation for all meetings and presentations by the EG or related organizations
- Track number of needed welcome bags, and all contents within bag, to keep adequate supply of assembled bags. Work with office admin to schedule volunteer assembly of bags
- Coordinate, as assigned, EG services to all groups and conventions coming into Gwinnett County including delivery of welcome bags, area maps & information, as well as, delivery and manning the EG information booth
- Each quarter, arrange delivery of monthly calendar of events to each hotel, as well as, any additional needed deliveries. Ensure all properties have boards and easels to display calendars
- Work in and nurture a cooperative spirit and positive team relationship among all EG personnel
- Generate weekly “Sandbox Chatter” and submit via online resource to accurate recipient database
- Manage Exit Information Guide with hoteliers and track number of room nights booked in county from program
- Manage convention calendar and submit information to area businesses to identify peak days, as well as, verify all information is posted on website
- Additional responsibilities to be added as needed

Requirements:

- Proven experience as a sales coordinator or other administrative or sales positions, as well as, industry knowledge will be considered a plus
- Excellent computer skills with high fluency in MS Office Suite
- Bilingual speaker a plus
- Well-organized, people person who is time oriented and responsible with an aptitude in problem-solving, as well as, high level of attention to detail
- Excellent customer service mindset and superb communication skills (written, oral and electronic)
- A team player with a high level of passion and dedication

Please submit resume to malinda@exploregwinnett.org.