



JOB DESCRIPTION

Job title: Hotels Sales Coordinator (Maternity Cover)

Department: Sales & Marketing

Reporting to: Hotels Sales Manager

Purpose:

To provide general administrative support to the Hotels Sales Managers as required including specifically for the Corporate Club, and to liaise with clients over the telephone and in writing to ensure the highest level of customer service is provided.

Summary of Duties and Responsibilities:

1. To maintain and update sales databases in an accurate and timely manner.
2. To produce typewritten reports and letters as directed by the Hotels Sales Managers and Group Marketing Manager within appropriate timescales.
3. To take telephone calls and thorough messages, ensuring these are dealt with or passed onto the appropriate person.
4. In the absence of the Hotels Sales Managers, to keep up to date with all aspects of local sales, so that accurate information is provided.
5. To keep in close contact with the Hotels Sales Managers at all times.
6. To provide administrative support for the Corporate Club.
7. To administer points from the Corporate Club for bookers, keeping running totals up to date, and issuing these to Bookers as statements within appropriate timescales.
8. To provide reports on Corporate Club points as appropriate.
9. To liaise with the Group Marketing Manager to ensure that the Corporate Club website is kept up to date and co-ordinate fresh offers as and when required.
10. To organize and attend bookers events, monitor their success and ensuring follow up calls are conducted.
11. To comply with and act in accordance with all Company fire regulations and to adhere to the Company's fire policy.
12. To act in accordance with all Health and Safety and hygiene regulations and to adhere to the Company's Health & Safety Policy.
13. To attend all statutory training as and when requested.
14. To behave in a friendly and hospitable manner to all clients and staff.

This job description is not exhaustive and duties and responsibilities will vary from time to time. The post holder may be required from time to time to carry out reasonable tasks requested by management.

Person Specification:

- Excellent oral and written communication skills with the ability to deal with a wide range of internal and external contacts
- Previous experience of working in a customer focused role preferably within the hotel industry
- Well organised with the ability to prioritise and multi-task
- Self-motivated with the drive and energy to see a task through to completion



- Excellent IT skills – proficient in word, excel, PowerPoint, email and databases
- Able to demonstrate a proven track record in secretarial / administration roles
- The successful candidate will demonstrate a strong positive attitude and will actively seek the opportunity to work as part of a wider team