

Title: Sales Associate

Job Code: 8206

Pay Range: 216

FLSA Status: Non-exempt

Employee Group: MERC Non-represented

Established: June 2017

Revised: N/A

EEO Category: Admin Support

CLASSIFICATION DESCRIPTION

Provide administrative support to the Sales and Marketing Department, and assist with sales activities. Responsible for assisting sales manager in maintaining sales calendar and department reports, and producing contracts for clients. Assists in facility sales and marketing initiatives when necessary.

DISTINGUISHING FEATURES

This is a single classification and not part of a classification series. Sales Associates work closely with the Sales and Marketing Department staff members in support of the organization sales activities and daily operations.

DUTIES AND RESPONSIBILITIES

1. Serves as the primary administrative support for the Sales and Marketing Department. Coordinates calendars, schedules meetings and appointments, makes travel arrangements and other support activities to meet departmental needs.
2. Assists Sales Manager in generating revenue by promoting facility rental through marketing and sales initiatives, and sells services to new and existing clients with small events.
3. Works to re-book business by following up with clients after events as needed.
4. Assists with maintaining booking calendar and information to ensure reservations are protected against scheduling conflicts.
5. Participates in meetings with clients to determine event needs; provides information on available services; conducts tours of facility, recommends appropriate space and services and answers questions.
6. Compiles event profiles and license agreements to be reviewed and distributed by the Sales Manager. May distribute event profiles for small scale events.
7. Completes event analysis for meetings and departmental use.
8. Provides backup administrative support to other departments as needed.
9. Develops and cultivates effective professional relationships; maintains contact with current and potential clients; assists in research of new business leads; attends events that provide opportunities for networking and relationship building within the tourism and commercial industries.
10. Updates content of website, marketing materials and digital signage.

11. Maintains accurate and complete records, and produces various reports in support of departmental goals.
12. Participates in interdepartmental planning meetings.
13. Maintains, and exhibits discretion with, confidential and/or sensitive information.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
 - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
 - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
 - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
 - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
 - Demonstrate sustainable practices in applicable field and generally for resource use and protection
 - Work assigned schedule (if applicable); exhibit regular and predictable attendance
 - Practice safe work habits
 - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
4. Perform other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

- Associate's Degree in public relations, marketing, business administration, performing arts or related field and
- A minimum of two (2) years of experience working for a Convention or Exposition Center, Performing Arts Center, Conference or similar facility, preferably in sales or marketing or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities

Knowledge, Skills and Abilities:

- Operations, services and activities of a public assembly facility or related facility
- Principles, procedures, methods and techniques of sales and marketing
- Basic accounting principles
- Establish and maintain effective, cooperative working relationships with those contacted in the course of work

- Interact effectively with diverse groups of promoters, clients and the public and remain calm, professional, and polite even with dealing with difficult situations
- Communicate clearly and concisely, both orally and in writing
- Focus and maintain a calm demeanor in a fast-paced environment
- Prioritize and multi-task
- Organized and flexible to change course of work/projects as circumstances dictate
- Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
- Use discretion with confidential and sensitive matters
- Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability
- Work assigned schedule and exhibit regular and predictable attendance
- Work in a safe manner and follow safety policies, practices and procedures
- Perform all essential duties and responsibilities of the position

Additional Requirements:

- Successfully pass the background check and screening requirements required for the position

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

Standard office environment is used

WORK ENVIRONMENT

Work is generally performed in an office environment, with frequent interruptions and irregularities in the work schedule. Frequent reaching, walking, standing, lifting, stooping, or carrying of equipment and materials may be required. Incumbents may be required to lift and carry up to 10 pounds.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.