

Conference & Event Sales Coordinator

What is INNSBROOK?

A growing vacation home community located just 30 minutes west of St. Charles, Innsbrook's 7,500 acres include recreational and residential properties, an event center, public restaurant and 18-hole public course. Innsbrook is a multi-faceted event center which hosts a variety of events including weddings, corporate conferences, concerts, banquets and more.

As we grow, we are looking for a qualified, professional and experienced Conference and Event Sales Coordinator. The ideal candidate is someone who is passionate about event planning and customer service. They are a problem-solver with strong work ethic and leadership skills.

Innsbrook is a GREAT place to work, with a diverse work environment! We offer TOP PAY and FREE GOLF! This position is a great fit for anyone who has a passion for the food and beverage and hospitality industry and enjoys providing a high standard of service and quality for our guests.

Job Description

Conference and Event Sales Coordinator

Full Time - Hourly position + Commission based on sales performance

TOP PAY, based on experience

The Conference & Event Sales Coordinator books, coordinates and organizes all conference, meetings, events and outings for the Aspen Center & Clubhouse. You are responsible for directing and organizing all activities of the conferences, meetings, events and outings including but not limited to the Aspen Center, Kitchen, Banquet Operations, Restaurants, and Bars, to maintain high standards of food and beverage quality, service and marketing to maximize profits through outstanding customer service.

Responsibilities

Include but not limited to:

- Receiving, handling and coordinating Meetings, Events and Group inquiries.
- Maintain and exceed sales targets and monthly goals defined by management.
- Planning events in conjunction with the client.
- Presenting and Selling available and suitable event options to the highest possible standard.

- Ensure the complete administration and execution of all planned events.
- Negotiate space, dates and rates to obtain booking goals.
- Assist in development and solicitation of Banquet and event package plans aimed at conference business and to encourage repeat business.
- Actively manage business bookings, record denials, make network referrals.
- Encouraging repeat business through excellent customer service and inquiry handling.
- Build strong relationships with customers to fully understand their needs.
- Work with Marketing to ensure online meeting partner websites are regularly updated and managed including photos, descriptions, and promotions.
- Ensuring all inquiries are recorded accurately in event management software.
- Bring in direct guests through online marketing and advertising.
- Assist in the preparation and monitoring of sales, department and budgetary reports when required.

SCHEDULING

- Responsible for making sure your events are adequately staffed in all areas.

GUEST/FOOD SERVICE

- Responsible for Guest satisfaction in terms of food and beverage, hospitality and service standards, following proper food handling and safety guidelines.
- Send Thank you notes in a timely manner

REVENUE & FINANCIAL

- Maintain communication with accounting on status of account deposits, payments & balances.
- Develop short and long term financial operating plans.
- Responsible for the development, implementation and daily follow-up of Innsbrook's conference and event Marketing plan and sales promotion efforts.
- Meet or exceed sales and profit objectives.
- Code all invoices to be turned in to accounting weekly and no later than the 1st of the following month.

SUPPORTIVE FUNCTIONS

In addition to performance of the essential functions, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the supervisor based upon the particular requirements of the company.

- Attend mandatory meetings including divisional meetings, staff meetings, etc.
- Participate in community public relations for Innsbrook.
- Perform general cleaning tasks to adhere to health and safety standards.
- Perform in the capacity of any position supervised.
- Demonstrate positive leadership characteristics which inspire Associates to meet and exceed standards.
- May be required to work in other buildings at Innsbrook.
- Perform all other duties as assigned by management.
- Assist with Aspen Center Club functions: Easter, Mother's Day, Fourth of July, Labor Day, Memorial Day, New Year's Eve, Christmas etc...

SPECIFIC KNOWLEDGE, SKILL AND ABILITY REQUIRED:

The Conference and Event Sales Coordinator must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation.

- Thorough knowledge of food and beverage operations including food, beverages, supervisory aspects, service techniques, and guest interaction.
- Considerable skill in math, using percentages for food and beverage cost.
- Ability to walk, stand, and/or bend continuously to perform essential job functions.
- Ability to communicate in English, both orally and in writing, with guests and Associates, some of whom will require high levels of patience, tact, and diplomacy to defuse anger and to collect accurate information and to resolve problems.
- Ability to work under pressure and deal with stressful situations during busy periods.
- Ability to access and accurately input information using a moderately complex computer system, as well as Microsoft Word and Excel.
- 2+ years of experience in the event, food and beverage or sales industry.

DRESSCODE EXPECTATIONS

Innsbrook expects employees to dress appropriately in business casual attire.

- Because our work environment serves customers, professional business casual attire is essential.
- Customers make decisions about the quality of our products and services based on their interaction with you.
- Your professional image is a key factor in their interpretation of our business.
- Business casual attire includes suits, pants, slacks, khakis, jackets, blouses, sweaters, skirts and dresses that, while not formal, are appropriate for a business environment.
- Employees are expected to demonstrate good judgment and professional taste.

Only experienced applicants will be considered.

Please apply online:

<http://www.innsbrook-resort.com/about/employment>