



## Colorado Chautauqua Association

### POSITION DESCRIPTION

July 2024

### Sales Assistant

#### Association Mission and Values

The Colorado Chautauqua Association (CCA) is a 501(c) 3 Colorado non-profit corporation dedicated to preserving, perpetuating, and improving the site and spirit of the historic Chautauqua by enhancing its community and values through cultural, educational, social, and recreational experiences. The Chautauqua experience is based on lifelong learning, love of nature, voluntary simplicity, and music, oration, and the arts. Historic significance, traditions, cultural relevance, respite, and enrichment are among the community benefits provided by the Colorado Chautauqua.

#### General Description

The Sales Assistant is a year-round, benefited, non-exempt position, whose responsibilities include tracking of sales leads, coordinating site visits and hosting tours, conference services, generating contracts and managing billing, and coordination of client requests. Some evening and occasional weekend work is required in meeting position responsibilities. For emergency and inclement weather reporting this position is considered non-essential.

#### Major Duties and Responsibilities

##### Group Sales

- Responsible for accurately loading group and individual bookings into Property Management System and Sales & Catering software.
- Responsible for booking in-house meetings.
- Responsible for collecting deposits and final payments for groups.
- Responsible for entering Chautauqua Green & Dining Hall bookings into Sales & Catering for site wide Reader Board generation.
- Responsible for creating and uploading contracts and or leases into digital files.
- Works closely with Sales team to complete group booking checklist, outlining all pertinent due dates and final logistics for group bookings.
- Generate Group Resumes for weekly distribution.
- Send meeting planner surveys.

- Provide site tours of cottages, Missions House Lodge, Columbine Lodge and Community House, as needed for prospective group bookings.
- Follow-up on various sales leads and network sales opportunities.

### Private Events

- Responsible for booking meeting venues without lodging needs for social and day meetings.
- Responsible for weekly distribution of Banquet Event Orders and Reader board schedule.
- Schedule CCA internal meeting space in Sales & Catering.
- Print and distribute Banquet Event Orders for weekly meetings.
- Distribute Daily Change Log (5-days a week).
- Collect new event inquiries in a timely and efficient manner for team allocation.
- Obtain quotes, confirm orders and process payments for event rentals.
- Assist with generating floorplans for all events.
- Send meeting planner/client surveys.
- Send out post event thank you cards.

### Administrative

- Organize files in accordance with Sales department file management system.
- Maintain Hospitality forms and training documents in SharePoint.
- Communicate & update staff as needed on changes in operations via memo, email and during department meetings.
- Provide Membership & Development a list of tenants for membership.
- Assist the Sales team with special projects and other duties as assigned.
- Process checks request forms for security deposits and catered events.
- Responsible for coordinating check-in procedures, amenities and preparing group's pre-registration packets and welcome letters and bags, when applicable.
- Maintain Sales & Hospitality calendar for site-tours and internal events.

### **Reporting Relationships**

Reports to: Director of Sales & Experiences

Works closely with: Sales & Experiences Manager, Conference Service Manager, Wedding & Social Events Coordinator

### **Required Qualifications**

- Systems Oriented with intermediate knowledge of Microsoft Office Suite, experience using Maestro and DocuShare a plus, and ability to learn computer applications as needed.
- Outstanding oral and written communication skills and the ability to interact with a broad group (staff, cottagers, renters, event guests, etc.).

- Ability to prioritize work and meet deadlines.
- Good public relations skills, flexibility, and attention to detail.
- Committed to own personal and professional development as well as that of colleagues.
- Creative and innovative approach to solving problems and resolving issues.

### **Experience**

2 plus years' experience in customer service, hotel front desk, events, group sales or property management experience required, hotel setting, a plus.

### **Physical Requirements**

Duties require lifting and/or carrying of objects weighing up to 25 pounds. Must be able to climb stairs, ladders as well as navigate the site which has a 200-foot elevation change.

### **Additional Qualifications**

Every employee at the Colorado Chautauqua Association is expected to be a creative problem solver as well as possess a strong and positive attitude regarding hospitality and customer service, striving to provide a high-quality guest experience through every action taken.

*Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.*