

Position: Sales Manager

Department: Sales

Reports to: Director of Sales & Marketing

FLSA Status: Full-time, Salary, Exempt

Summary:

Booking long-term business at all venues within the Peoria Civic Center, including but not limited to the following: Conventions, Trade shows, Sporting events, Consumer events. Responsible for working with the Sales Team to market the venues, initiate specific event-related promotions to increase revenue, and to achieve established departmental goals.

Essential Duties and Responsibilities:

- Assist Sales Team in accomplishing sales and marketing goals.
- Provide excellent personal service to our internal and external guests.
- Prospecting for new and repeat business by conducting outside sales calls, telemarketing, mailings, networking, and phone contacts.
- Develop, expand, and maintain the regional and national customer base.
- Regularly report to the Director of Sales & Marketing regarding potential sales leads and existing client relations.
- Work closely with Events and Operations departments to ensure all client needs and expectations are met.
- Properly maintain booking and meeting/banquet files, secure insurance, deposits, and signed agreements.
- Arrange for tours of the facility for potential clients and other interested parties, provide timely follow-up, and create opportunities up-sell additional services.
- Provide detailed event requirements to the Peoria Area Convention and Visitor's Bureau (PACVB) for clients with needs for local hotels.
- Attend regional and national trade shows and conventions as required.
- Exercise discretion and maintain confidentiality.
- Attend in-house event-related meetings and relay immediate changes to other departments.
- Resolve client concerns in a timely manner.
- Other duties and responsibilities as assigned.

Supervisory Responsibilities:

Sales Coordinator reports to this position.

Minimum Qualifications:

- Ability to work a flexible schedule according to the needs of the business, frequently working evenings, weekends, and holidays.
- Excellent customer service and interpersonal skills.

- Attention to detail and high standards for accuracy.
- Ability to multi-task with a high sense of urgency to meet deadlines.

Education and / or Experience:

- Five years of sales or event experience in the convention, hospitality, or related industry.
- Bachelor's Degree in Business, Marketing, or Communications preferred, and/or equivalent work experience in sales.
- Working knowledge of sales and marketing principles necessary to promote the facility.
- Experience negotiating contracts with strong orientation toward customer service.

Skill and Abilities:

- Excellent communication, interpersonal, and organizational skills, both written and verbal.
- Ability to effectively work in conjunction with staff at all levels and in all departments.
- Working knowledge of MS Office suite (Excel, Word, PowerPoint), Outlook, database applications.
- Advanced professional writing skills, using proper spelling, grammar, and punctuation.
- Professional presentation skills, appearance, and work ethic.

Computer Skills:

- Proficiency in using a computer for the production, editing, retention, and transmission of sales documents, with typing competency.
- Proficiency in use of electronic mail applications.
- Ability to learn proper use of electronic booking systems and other industry software.

Other Qualifications:

- Ability to work with limited supervision and to professionally interact with all levels of staff.
- Ability to work irregular or long hours as the business or events may require.
- Ability to travel, regionally or nationally, as needed for client prospecting, conferences, seminars, etc.

Working Conditions and Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is primarily in an indoor setting with minimal adverse exposure to environmental hazards. Some tasks may require work outdoors.
- While performing the duties of this position, the employee is regularly required to move around the facility in its entirety.
- Standing/sitting for extended periods, speaking, hearing, grasping, dexterity, fine manipulation of electronic and communications equipment; frequent lifting of up to 25 lbs.; infrequent lifting of up to 50 lbs.

To Apply:

Apply via Indeed.com or the [ASM Global Career Portal](#).

The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

ASM Global is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.

Applicants that need reasonable accommodations to complete the application process may contact the Peoria Civic Center Human Resources at mjohnson@peoriaciviccenter.com.