



**OAK BAY**  
BEACH HOTEL

## **Sales Coordinator**

This position is responsible for the administrative support within the Sales Department. Enhancing and maintaining existing client relationships is key to success. As a result, strong guest services skills will be required.

### **Responsibilities:**

- Consistently offers professional, engaging and friendly service.
- Supports the Director of Sales & Marketing (DOSM) with all manner of administrative duties as required
- Respond to all client enquires in a timely manner
- Direct leads to the appropriate manager/individual for follow through
- Collect market and competitive intelligence to maximize sales opportunities
- Prepare and execute departmental documents such as proposals, contracts, estimates and billing
- Work closely with the DOSM to coordinate bookings, ensuring a comprehensive knowledge of clients' needs to exceed guest expectations
- Utilize Maestro PMS and S&C systems to book and track events and accounts, including rate loading.
- Post event follow-up and billing in a professional, accurate and timely manner
- Provide hotel site tours for prospective clients
- Assist planning and executing client events, ensuring professional and detailed service
- Coordinate with other departments within OBBH to ensure proper communication and implementation of group resumes, amenities, offers and promotions, and other pertinent information
- Be a flexible, team player, and recommend ways to improve or enhance departmental procedures
- Consistently demonstrate to guests and team members a commitment to service excellence
- Other duties as assigned

### **Qualifications**

- Previous hotel sales experience preferred.
- Hotel Reservations, Front Desk or Guest Services experience preferred
- The ability to manage multiple functions and projects while meeting deadlines
- Strong knowledge of Maestro PMS preferred, alternatively would consider other Hotel PMS systems
- Working knowledge of Windows and MS Office(Word/Excel/Outlook) required
- Previous experience with CVENT or another RFP portal an asset.
- Professional presentation with excellent communication skills (both verbal and written)
- Bachelor's degree or diploma in hospitality/tourism an asset
- Keen eye for detail, strong writing skills and creativity an asset.



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Oak Bay Beach Hotel is a luxury, boutique resort in the heart of historic Oak Bay, Victoria. Our vision is to provide service that is second to none while still maintaining a workplace that is relaxed, approachable, and inclusive. Along with competitive compensation, all of our team members receive perks such as complimentary parking, health benefits, and a daily staff meal plan. If you are interested in joining our amazing team then we have a fantastic opportunity for you.