

Join our team at Canada's Meeting Place! A team of professionals who are inspired people creating extraordinary events. Work in a picturesque building in the heart of the Nation's Capital, with beautiful views of the parliament and the Rideau Canal. Each person is an integral part of delivering events at our world-class convention centre. We would be pleased to have you come on board and be part of the team that makes events exceptional.

JOB DESCRIPTION

TITLE: Sales Coordinator

REPORTS TO: Vice President of Sales

POOL INFORMATION: Please note that this job posting is to create a pool of potential candidates for a future position. There currently isn't an immediate opening.

SUMMARY: A key member of the Sales team, the Sales Coordinator is responsible for providing overall departmental support including but not limited to conducting research, producing reports for internal and external stakeholders, and generating client documentation that follows the Shaw Centre standards and policies and accurately reflects the Account Managers' commitments to clients.

MAIN RESPONSIBILITIES (This is not an exhaustive list)

- Provide support in coordinating all correspondence on behalf of the Account Managers, including preparing letters, memoranda, proposals and contracts.
- Assist Account Managers with details of bookings and events; manage invitations, coordination and follow-up regarding contracts, deposits, schedules, etc.
- Maintain sales files and ensure traces are affected to transfer bookings upon receipt of signed contracts with client's program details and deposit.
- Provide support for maintaining sales collateral and assisting with client events (both internal and external), and sales missions.
- Manage inventory and tracking of client gifting, parking and tickets.
- Ensure mailing lists are up to date for all sales territories and information is recorded on sales files to ensure accuracy of all client information.
- Execute a variety of administrative tasks for the Account Managers and/or Director of Sales
- Be knowledgeable about corporate policies, processes and procedures as well as aware of the roles and responsibilities throughout the Shaw Centre.
- Demonstrate continuous effort to improve operations, offer creativity, streamline work processes and work co-operatively and jointly to provide quality seamless customer service.

- Perform work in accordance with the provisions of the *Occupational Health and Safety Act* and Regulations and all other corporate/departmental policies and procedures.
- Perform other related duties as assigned by supervisor.
- Assist with data entry into Momentus (open accounts, log outcome of sales missions, update accounts, manage traces).
- Knowledge and application of legal verbiage for contracts in order to execute discount and incentive packages for customized contracts.
- Back up office support and reception coverage.
- Coordinate sales manager activities calendar (flight accommodations, speaking notes, registration).

EDUCATION/EXPERIENCE:

- College diploma in Office Administration, hospitality and tourism or business administration
- Minimum of one-year related experience in an automated office environment
- Experience in a sales and marketing environment is an asset
- Experience and formal training combined with demonstrated performance and ability may substitute for stipulated academic/experience requirements
- Strong computer skills are essential including: Microsoft Word, Excel, Outlook, Momentus, Share Point and OneDrive

ADDITIONAL COMPETENCIES/SKILLS:

- Working knowledge of applicable occupational health and safety legislation; general knowledge of corporate/departmental policies and procedures
- Excellent professional communication skills, both verbal and written
- Work effectively both independently as well as in a team environment
- Must be detail and customer service oriented and be able to exercise good judgement regarding client requests
- Must be able to work under pressure, and reprioritize work to meet multiple deadlines
- Demonstrate strong organizational and project management skills
- Focus on providing excellent customer service by using processes and procedures that are customer oriented and seeking solutions to resolve service issues
- Adapt to changes in process, systems and organization structures

EFFORT AND WORKING CONDITIONS

- Focus on and juggle multiple accountabilities and priorities, with frequent disruptions
- Normal indoor office environment (1 day/week remote work structure)
- Occasionally required to extend hours of work to meet work demands including the requirement to occasionally work evenings or weekends

LANGUAGE

- Bilingualism (English/French) strongly preferred

Centre **Shaw** Centre

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www.shaw-centre.com

SALARY & BENEFITS

- The salary range for this position is \$45,000 to \$50,000 and includes an extensive benefits package.

APPLICATION DETAILS

Please submit your cover letter and résumé to cgrace@shaw-centre.com with Sales Coordinator in the subject line.

The Shaw Centre thanks all applicants but will contact only those who will be invited for an interview.