



## **SALES ADMINISTRATIVE ASSISTANT**

### **SUMMARY:**

To provide administrative support to the Sales and Catering Department through assisting guests with questions and inquiries, management of all office supplies and collateral and provide technical support where needed.

### **DUTIES AND RESPONSIBILITIES:**

- Receive all signed group/social contracts, assemble file and pass to assigned CSM
- Assemble all sales packets and letters to be mailed to definite and potential clients
- Ensure that all collateral is kept up to date and distributed all necessary individuals
- Process and follow-up on all amenity and special request orders
- Assemble all welcome packets and distribute to the Front Desk/Concierge
- Work as a team member in order to answer all phone calls by the second ring
- Perform various other administrative tasks i.e. typing, ordering office supplies, faxing etc.
- Distribute all resumes for scheduled groups to the total hotel
- Entering/updating information on F&B Software as needed
- Take inquiry calls, gather qualifying information and mail out appropriate information
- Organizes and maintains file system, and files correspondence and other records.
- To ensure that all leads are put in the SM' s tracing file for follow-up measures
- To write all contracts for SM based on contract quick sheet
- To check space availability as necessary
- Orders and maintains supplies, and arranges for equipment maintenance.
- Makes copies of correspondence or other printed materials.
- Prepares outgoing mail and correspondence, including e-mail and faxes.
- Support safe work habits and a safe working environment at all times.
- Other duties and jobs may be assigned as needed by Managers.

### • **QUALIFICATIONS:**

- Must be able to work independently.
- Must provide valid document(s) to work in the US.
- Must meet legal age requirements for the position.

### **EDUCATION and/or EXPERIENCE:**

High school diploma or general education degree (GED), or one to three years related experience in office administration; or equivalent combination of education and experience.

### **LANGUAGE SKILL:**

- Must speak and communicate in English.
- Must be able to clearly communicate with guests, management and coworkers.

### **REASONING ABILITY:**

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized or non-standardized situations.
- Ability to be proactive with duties and responsibilities.

### **COMPUTER SKILLS:**

- Advanced knowledge of various computer programs, such as Outlook, Word, Excel, Power Point and Internet Explorer.
- Knowledge of Opera a plus, but not required.

### **PHYSICAL DEMANDS:**

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

- Must be able to lift 10 - 25 lbs.
- Must be able to stand and walk for long periods of time.

### **WORK ENVIRONMENT:**

The work environment at Bernardus Lodge ranges from winter time lows of 20 degrees to summer time highs to 100+ degrees. While performing these duties the employee may be exposed to outdoor and inclement weather conditions.

### **GROOMING & UNIFORM:**

Employee must wear uniform at all times during scheduled hours. Uniforms are the property of Bernardus Lodge & Spa. Uniforms that have been tampered or destroyed will be the responsibility of the employee and disciplinary action will apply.

- Business attire is required, such as slacks, blouse/sweater, buttoned shirt, and nice shoes. Suit jacket only suggested on days when assisting with client events.
- Hair must be clean and kept at a reasonable length.
- All Food Servers, Culinary and Spa personnel must wear their hair tied back.
- No extreme dyeing or bleaching of hair is permitted.
- Fingernails must be clean and well-trimmed at all times.
- Antiperspirant or deodorant must be worn.
- Any self-inflicted marking (tattoo) on the body cannot be observed by the public.
- Cologne or perfume may be worn at a minimum.
- Nametags must always be worn, unless your department has a specific policy to the contrary.