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## Eddys Resort

Job Title: **Resort Coordinator**

Department: Eddys Resort

Grade: **Commission C02**

Reports To: **Eddys General Manager**

Date of Posting: Feb 17, 2016

Posting Expires: Feb 23, 2016

Shift: Rotating

No Transfers Accepted after 5:00 PM

American Indian Preference in Hiring

Resume and Application Required

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### **SUMMARY:**

Responsible for successfully selling Eddy's Resort as a full service resort and entertainment destination. Achieve objectives regarding revenue/profitability. Build long lasting and mutually beneficial business, community and charitable partnerships through community involvement and investment to enhance the Eddy's Resort brand. While assisting the Eddy's Management Team with the responsibilities of the successful overall operation, coordination and direction of activities related to the Resort, ensuring smooth and efficient operations, in accordance with the Mission and Objectives of Eddy's Resort.

### **ESSENTIAL DUTIES OF THE POSITION:**

- Implements sales/ marketing strategies and objectives for group business retention to achieve optimum occupancy, paying special attention during peak and off seasons.
- Prospects for new and repeat business, through telemarketing, correspondence and/or personal contact.
- Manages accounts of clients, including but not limited to the following:
- Selling and coordinating the Hotel, Marina, Food & Beverage, meeting space and possible Catering Events.
- Providing promotion expertise and collateral material.
- Organizing promotional events to highlight Eddy's Resort.
- Maintaining face-to-face, phone, and direct mail contact.
- Ensuring special needs and requests are met with pre-event meetings.
- Processing necessary paperwork and payments in a timely manner.
- Meets objectives for annual and quarterly sales goals set by management.
- Provides assistance to management in developing annual sales budget while ensuring maximum utilization of budget including monitoring expenses and preparing monthly budget reports.
- Work closely with internal departments to coordinate group sales, hotel and other internal/external special events.
- Maintains timely conversion with all sales leads.
- Travels to areas where there is potential group business and sponsorship opportunities, developing the territory as thoroughly as possible.
- Coordinate and solicit sponsorship/partnership opportunities to enhance and strengthen the Eddy's Resort brand and promote additional visits.
- Negotiates client contracts, generates correspondence, proposals, reports and other miscellaneous paperwork.
- Orders and follows up on coupons, checks, sponsorship fees and all necessary event and promotional material as needed.
- Conducts hotel tours and entertains qualified potential clients, in accordance with company policies and practices.
- Introduce Guest surveys to clients for feedback and possible future and referral business.
- Oversees the processing of reservations and advance registration payments for each group booked.
- Attends trade shows, as requested; participates in Convention and Visitors Bureau sales and marketing events.
- Maintains memberships and participates in meeting planner organizations, chambers and other civic organizations to promote sales leads.
- Decipher, analyze and implement the best course of action with regards to donations and process accordingly.
- Perform direct billing of groups at all venues, The Launch Bar & Grill, Marina and Eddy's Resort Hotel.
- Responsible for coordinating multiple events with Conventions Sales and Banquet Department.
- Responsible for communicating group information to all property venues on a weekly basis regarding arrival, departure, food, hotel room, launches and ice fishing requirements.

- Responsible for attending regularly scheduled meetings with Conventions Sales and Banquet Representatives.
- Maintain an accurate and detailed calendar of group events for Eddy's Resort.
- Assists management with the preparation and/or presentation of month ending financial reports relating to group usage of property venues.
- Acts as a representative of Eddy's Resort, in the public relations capacity, at all times, particularly on weekends or during special functions and is a willful participant/administrator of those events.
- Ensures that a maximum level of service and satisfaction is achieved and maintained throughout Eddy's Resort.
- Interacts with guests and other departments in a professional and courteous manner.
- Maintains an attitude and philosophy consistent with the company mission, vision and values.
- Displays a high level of maturity, discretion, tact, judgment and the ability to deal with confidential matters.
- Held accountable, to the highest degree, for the control, accuracy and thoroughness of all records and reports.
- Any and all other duties as assigned.

**SUPERVISORY REQUIREMENTS OF THE POSITION:**

- Manage staff members as defined by the organizational structure. Providing guidance and leadership for the department.

**EDUCATION and/or EXPERIENCE:**

- Two (2) years of convention/group sales experience with a property that has 1,000 square feet of convention/meeting space and at least 20 rooms or a two (2) year degree in marketing, sales or hotel management or an equivalent combination of education and experience required.
- One (1) year supervisory experience preferred.
- Minimum of two (2) years supervisory level experience in any of the following areas: Resort Operations, Food & Beverage, Marina, Hotel management required.