

Sales & Marketing Coordinator

Coast Plaza Hotel & Suites and Coast Coal Harbour Hotel, Vancouver, BC

Coast Hotels is a dynamic and growing brand. Our culture is rooted in our values and leadership accountability; and as part of that culture we believe in the growth and development of our ambassadors.

As a Sales & Marketing Coordinator, you will provide superior customer service, advanced level technical & administrative support, and be proficient in selling product and/or services that maximize revenues as identified in Strategic Plan for The Coast Plaza Hotel & Suites and The Coast Coal Harbour Hotel.

Duties and Responsibilities:

- Receiving, handling and/or directing guest enquiries to the appropriate Sales or Catering Managers
- Management of the hotels' RFP process including tracking of all leads
- Delivering immediate professional and courteous service to all guests
- Preparation of correspondence, proposals, and contracts for Sales Managers
- Using Coast customer communication standards, ensure timely processing and activating of records for customer relationship management initiatives including detailing and updating client files and sales activities, utilizing the company assigned automation tool: Delphi and Hotel Concepts
- Be proficient in selling the customer benefits of our guest rooms, function space and public outlets for Coast Plaza Hotel & Suites and Coast Coal Harbour Hotel while being an ambassador for our entire brand
- Work with Regional Director of Sales & Marketing to respond to all media enquiries for our hotels
- Responsible for the creation and execution of CRM campaigns
- Develops market specific promotional collateral and advertisements
- Responsible for social media functions including Facebook and Twitter
- Responsible for hotel listings and updating our web-site content in all distribution channels
- Manages the hotels' image gallery on Barberstock
- Preparation of sales tools/materials required for Sales Trips, Trade Shows, and other Sales Activities
- Handles all in-house inquiries and support Sales Managers/Catering Service Managers with VIP events
- Maintenance of an effective filing system for the Sales & Catering Department
- Distribution of all incoming mail & facsimiles to appropriate individuals
- Ordering, receiving and restocking of general office supplies and the hotels' collateral
- Monthly inventory and re-ordering of client giveaways
- Preparation of promotional gift certificates for organizations
- Takes and distribute minutes recorded at all Sales and Catering Meetings
- Produces weekly and monthly reports
- Completes other duties as assigned by the Regional Director of Sales & Marketing

Shared Regional Sales & Catering Coordinator Responsibilities:

- Become a Regional Delphi NSA (New Market Systems Analyst) responsible for Delphi administrative functions.
- Receive, handle and/or direct guest enquiries to the appropriate sales or catering managers
- Manage the hotels' RFP process including tracking of all leads
- Maintain an effective filing system for the Sales & Catering Department
- Distribute all incoming mail & facsimiles to appropriate individuals on a daily basis
- Order, receive and restock general office supplies and the hotels' collateral
- Execute a monthly inventory and re-ordering of client giveaways
- Take and distribute minutes recorded at all Sales and Catering Meetings

Qualifications & Skill Requirements:

- Minimum 2 years previous work experience in a Sales Hospitality environment
- Post-secondary hospitality education with a specialty in Communications and/or Marketing
- Advanced level technical skills with Adobe Suites, Photoshop, Microsoft Office, Excel and Desktop Publishing
- Working knowledge of Delphi and Property Management Systems an asset
- Strong verbal and written communication required
- Possess a professional, positive and upbeat attitude
- Demonstrate a superior customer service philosophy
- Be a self motivated team player with strong interpersonal skills
- Personal alignment with Coast's 5 core values and corporate culture

Coast Hotels offers a variety of benefits, including competitive wages & benefits, employee discounts, training & development, career advancement opportunities and more!

Please submit your resume with cover letter, by **May 15, 2015**, in confidence, to:

People & Culture Department
Coast Plaza Hotel & Suites
Email: hr.plazavancouver@coasthotels.com

*Coast Hotels is an Equal Opportunity Employer
Coast Hotels would like to thank all interested applicants
Only those selected for an interview will be contacted*

Join us and be part of an exciting place to work!