

**JOB DESCRIPTION**

**Position: Communications & Sales Coordinator**

**Department: Communications**

**Reports to: Director of Communications & Director of Corporate and Leisure Sales**

**The Company**

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the world’s most prestigious hotels and resorts. The Group now operates or has underdevelopment over 40 hotels with more than 11,000 rooms in 25 countries in key business and leisure destinations.

**The Hotel**

Our award-winning property, in the nation's capital, is situated on D.C.'s growing Southwest waterfront. Commanding monumental views, the property offers 373 guest rooms including 54 suites, extensive event space, and our Forbes Four Star Rated Spa at Mandarin Oriental. Mandarin Oriental, Washington DC welcomes individuals who are guest centered and are committed to making a difference every day; continually getting better to keep us the best.

**Strategic Intent**

The incumbent is responsible to assist in the efforts to maintain and develop the business goals and directives for the Communication and Sales departments. They will keep the guest's perspective in mind at all times and carry out the mission of the Sales & Marketing division.

**Scope of Position**

The Communications and Sales Coordinator will be responsible for coordinating the administrative efforts in support of the Communications and Sales departments. The Communications and Sales Coordinator will assist with the implementation of communications and sales initiatives as directed.

**Organizational Structure**

The Communications and Sales Coordinator will report to the Director of Communications and Director of Corporate Leisure Sales with collaborative direction from assigned sales managers.

**Duties and Supporting Responsibilities**

* Monitor and update the hotel’s social media channels daily.
* Manage charity requests and reporting.
* Assist with proofreading marketing copy, sales copy and/or editorial copy as well as news releases and pitch letters as directed and under the guidance of the DOC and/or Sales Managers.
* Create guestroom reservations for media/meeting planners and arrange amenity requests as directed.
* Assists Director of Corporate and Leisure Sales and Leisure Sales Manager with guests’ arrivals reports, site alerts, resume and leads building in Delphi FDC
* Handle customer requests and forward sales’ leads/inquiries to appropriate sales manager.
* Monitor and save advertising and media clips.
* Coordinate mailing and shipping needs for Sales and Communications departments.
* Process purchase orders and other billing related duties.
* Block space and enter data into Delphi.
* Prepare proposals and contract drafts.
* Prepare guest email distribution lists.
* Manage the communications and sales department site inspection calendar and prepare site inspection drafts.
* Coordinate and update media/meeting planner contact databases.
* Help qualify and fulfill media requests under the guidance of the Director of Communications.
* Provide fact-checking and itinerary planning assistance to journalists and meeting planners as directed.
* Update all media outlets with hotel information, including tourism bureaus and other media/public relations tourism newsletters.
* Proactively gather content for the brand's social media channels.
* Administrative functions such as (but not limited to): timely filing, recording and updating of Communications and Sales Department documents; manage correspondence as directed for Director of Communications and assigned Sales Managers.
* Receive and handle all incoming calls and inquiries according to MOHG LQE Standards and training.
* Organize hotel familiarization site visits.
* Projects as assigned; other administrative tasks as assigned.

**Requirements**

* Minimum 1-year experience in a role with heavy administrative function is required; luxury hotel administrative/sales experience is preferred.
* Proficient in MS Office; experience with specific data bases (such as CisionPoint, Delohi FDC) is preferred.
* Must possess superior communications skills with fluency in English required; must possess solid writing skills (those with writing samples are encouraged to submit with application).
* Knowledge of media industry and hotel industry helpful; those with hotel operations experience are preferred.
* Sound knowledge of popular social media channels, including Facebook, Twitter, YouTube, Instagram, blogs, photography, video editing and location-based services.
* Bachelor's degree is preferred; candidates who possess a degree with concentration in communications, journalism or a related field will be strongly favored. Direct, related experience will also be considered in lieu of a Bachelor's Degree.
* Solid administration skills including but not limited to accurate and timely filing, proofreading and editing documents, managing multiple incoming telephone calls, faxing, mailing, and creating various business documents required.
* Must possess superior telephone etiquette; must be able to handle multiple phone lines with composure.

**Success Profile for this Role (Hotel Competencies)**

**Customer Focus**

Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information (or preferences) and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with both internal and external customers and gains their trust and respect.

**Functional and Technical skills**

Has the functional and technical knowledge and skills to do the job at a high level of accomplishment.

**Team Player**

Demonstrates cooperation and trust with colleague on his/her team as well as across departments. Works well as a team player to achieve results.

**Delivers their Best**

Continually striving to do his/her best; is hard working, efficient and consistently performs well and in alignment with the MOHG standards, policies and procedures.

**Trustworthy and Responsible**

Demonstrates trustworthiness; consistently acts with responsibly; works in a safe and prudent manner at all times; is accountable for their actions. His/her standards of performance reflect the MOHG Mission and Guiding Principles.

**Composure**

Is cool under pressure; does not become defensive or irritated when under pressure or when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.

**A MOHG Fan (Committed & Loyal)**

Exhibits behaviors that represent the Mandarin Oriental brand well and is a true "Fan". He/she is loyal to MOHG and consistently demonstrates and delivers our Pillars and Departmental LQE's.

Each of the items listed is considered an essential function of the position. However, the duties, responsibilities and requirements presented in this job description are intended to be broad based and high level and should not be construed as an exhaustive list of all roles or responsibilities for the position. The Company reserves the right to alter the duties and responsibilities of the position.

It is Company policy to comply with the Americans with Disabilities act, including by providing reasonable accommodations that do not constitute an undue hardship on the Company. Employees or applicants should direct requests for accommodation to Director of Human Resources.