**JOB DESCRIPTION**

**Position: Market Research Analyst**

**Department: Sales & Marketing**

**Reports to: Director of 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 South West waterfront. Commanding monumental views, the property offers 400 guest rooms including 54 suites, extensive event space, and our Forbes Four Star Rated Spa at Mandarin Oriental. Mandarin Oriental, Washington D.C. 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 Delphi Specialist will act as the subject matter expert on Delphi and its key components. S/he will be responsible to operation of the Delphi system and collect and analyze unction in an administrative capacity, providing guidance and support to Delphi users in the Sales & Marketing Division.

**Scope of Position**

The Delphi Specialist will function in an administrative capacity, providing analysis, guidance and support to Delphi users in the Sales & Marketing Division.

**Organizational Structure**

The Delphi Specialist will report to the Director of Group Sales.

**Duties and Supporting Responsibilities**

* Administration of key operations within Delphi including (but not limited to):  annual audits, hotel specific reports and corporate reports.
* Assist Director of Group Sales with analysis of data and reports; provide support and guidance to Director of Group Sales in Delphi report generation and creation; identify and address opportunities for improvement and maximization of Delphi applications.
* Maintain Delphi protocols in accordance with MOHG corporate standards.
* Administer and maintain the bi-weekly sales booking summary.
* Generate reports for sales and catering teams as directed; maintain the inputting process for annual goals.
* Act as the Delphi trainer for the Sales and Marketing Division; provide administrator training as directed.
* Act as a liaison between Mandarin Oriental, Washington D.C. and Delphi to ensure consistent and smooth operation of the system at all times.
* Assist the Director of Group Sales and Director of Sales and Marketing with routine administrative tasks daily.
* Assist the Director of Group Sales and Director of Sales and Marketing with special administrative based projects as directed.
* Generate sales contracts as directed and maintain sales information in the Delphi system database.
* Meet with clients and conduct site tours when needed, as well as conduct room inspections prior to showing rooms; coordinate reservations, amenities, etc. as directed.
* Related tasks as directed by Director of Group Sales and/or Director of Sales and Marketing.

**Requirements**

*Mandatory*

* 3+ years experience working with Delphi is required; luxury hotel experience in a sales and marketing department is preferred.
* 1+ years experience in an administrative role is required; luxury hotel experience in a sales and marketing department is preferred.
* Must possess excellent communication skills; fluency in English is required.
* Must possess superior computer proficiency to include Delphi, SMS, Microsoft Office, Word, Power Point, Excel, etc.
* Must be able to work a flexible schedule to accomplish all business goals and directives.
* High school diploma or equivalent is required.

*Desirable*

* Bachelor's degree in hospitality or related field is preferred.
* Multi-lingual is preferred.
* Prior experience in a similar role will be strongly favored.

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.