

**Position Description**  
***Marketing & Commerce Coordinator***  
***Pink Sands Club, managed by Mandarin Oriental***



**Position Title:** Marketing & Commerce Coordinator

**Reports To:** Director of Marketing & Commerce

**Supervises:** N/A

**Location:** Miami

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**The Group**

Mandarin Oriental Hotel Group is the award-winning owner and operator of some of the world's most luxurious hotels, resorts and residences. Having grown from its Asian roots into a global brand, the Group now operates 30 hotels and eight residences in 20 countries and territories, with each property reflecting the Group's oriental heritage and unique sense of place. Mandarin Oriental has a strong pipeline of hotels and residences under development, and is a member of the Jardine Matheson Group.

**Pink Sands Club**

Located in the heart of St. Vincent and The Grenadines, Canouan Island is one of the Caribbean's most sought after luxury destinations. Canouan's five square miles of lush, tropical terrain includes a championship Fazio-designed golf course, super-yacht marina, picturesque white-sand beaches and the largest natural coral reef in the Caribbean. The island is easily reached from the nearby islands of Barbados, Grenada and St. Lucia.

Nestled along an idyllic, white-powder stretch of Godahl Beach, Pink Sands Club, Canouan is comprised of elegantly luxurious colonial-style suites and villas designed with impeccable attention to detail. World-class Mandarin Oriental service is delivered with genuine smiles by colleagues who bring a new level of hospitality to the Caribbean. A collection of restaurants and bars offer a variety of culinary delights and al fresco options, while the spa's nine hillside palapa treatment rooms showcase stunning ocean views with therapists meticulously trained to relax, soothe and decompress. The resort also features a beach-side infinity pool, three night-lit tennis courts, a fully-equipped fitness center and kids' club.

**Overview of the Position**

Responsible for providing administrative support for the Director of Marketing & Commerce, and assistance in coordination of marketing and commerce efforts for Pink Sands Club, Canouan.

**Scope of Position**

The Marketing & Commerce Coordinator will be located in the Miami and provide support for Pink Sands Club, Canouan. This position reports directly to the Director of Marketing & Commerce. There are no functional positions reporting to the Marketing & Commerce Coordinator.

**Duties and Supporting Responsibilities**

- Assist Director of Marketing & Commerce to create and distribute regular sales kits and direct mailings that highlight services and amenities, special promotions, and unique selling points of the resort.
- Assist Director of Marketing & Commerce by handling sales correspondence and inquiries.
- Assist in keeping Delphi.fdc account database updated, including addition of new accounts.
- Responsible for updating client activities in Delphi.fdc and tracing activities as necessary.
- Responsible for pulling daily and monthly activity list in Delphi.fdc to ensure proper customer service.

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- Maintain account filing system; create and delete files, as needed. Liaise with accounting department to ensure all invoices, expenses and necessary paperwork related to sales activities are processed in accordance with MOHG policy.
- Process all direct mailings using Delphi.fdc database, including coordination with mail-house, as necessary.
- Assist in sending out collateral upon client request.
- Assist clients as directed by Director of Marketing & Commerce.
- Responsible for coordinating travel plans for Director of Marketing & Commerce, monitoring travel and tradeshow budgets, and processing expense reports.
- Assist in setting up outside sales calls.
- Answer telephones in line with current telephone standards.
- Coordinate reservations, amenities, and proposals for VIP clients when needed.
- Ensure effective communication to regional sales office.
- Maintain and organize sales kit supplies and promotional materials.
- Organize and deliver Fam trips.
- Allocate and control room allotments.
- Attend promotional sales events and other sales functions as required.
- Participate in scheduled sales meetings.

### **Core Competencies**

The core competencies for this role are centered on Mandarin Oriental Hotel Group's Guiding Principles.

- Delighting our Clients
- Working with Colleagues
- Promoting a Climate of Enthusiasm
- Being the Best
- Delivering Shareholder Value
- Playing by the Rules

The following knowledge, skills and abilities are essential functions of the job:

- Proficient in Word, Excel and PowerPoint, as well as Delphi.fdc.
- Knowledge of specific hospitality industry applications (Delphi.fdc and Opera preferred)
- Working knowledge of Cvent and Starcite, a plus.
- Initiative: Willingness to take on new challenges.
- Independent work habits: Ability to complete tasks with minimal supervision.
- Ability to multi-task and balance the priorities of the position.
- Detail Oriented: Able to complete multiple tasks simultaneously.
- Provide 5 star customer service to our clients; problem-solve as needed.
- Complete work in a timely manner. Respond to voice mail and e-mail promptly.
- Team player: support the needs of the office.
- Professional, positive, friendly and caring attitude to clients and colleagues.
- Excellent written and verbal English communication skills, with other language skills a plus.
- Professional and appropriate business appearance and presentation.
- Quality driven with a passion for excellence in guest service and satisfaction.
- Ability to be resourceful, creative and maintain flexibility.

### **Position Requirements:**

- Experience in hospitality/hotel sales, a plus.
- College graduate preferred.
- Familiarity and a proficiency in Delphi.fdc.
- Excellent communication skills with fluency in English (both verbal and written).