

## **JOB DESCRIPTION**

**JOB TITLE:** Business Development Executive – Global Sales Partners – Americas Region

**LOCATION:** New York RSO

**REPORTS TO:** Director – Global Sales Partners – Americas Region

**EFFECTIVE DATE:** 1 January 2022

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## **SCOPE AND RANGE**

- To support the Global Sales Partners team(s) in maximizing sales activities to meet or exceed set sales objectives in accordance with goals.
- Be responsible for reactively servicing all long tail accounts, and liaising with hotels to ensure leisure, corporate transient and group enquiries from Long Tail are taken care.
- Monitor reactive Long Tail account activity to identify Prospect accounts for development
- Provide Sales Support for Director Global Sales Partners, Americas region

## **SALES SUPPORT**

- Support GSP team in their responsibilities including but not limited to:
  - Supporting GSP Team in their day-to-day sales activities
  - Assisting Regional Top Accounts with their needs in the absence of the Account Manager, while ensuring high levels of customer satisfaction as well as maximizing up-sell and cross-sell potential within existing customers to maximize share of wallet.
  - Supporting the Account Manager with the creation, implementation and monitoring of strategic account plans with sales and marketing activities for Regional Top and Incubator accounts to penetrate accounts to their full potential and ensure room night and revenue goals for all hotels in the group are achieved
  - Event management and coordination including venue search and selection, client invitation process, event set up, event attendance and evaluation of Global Sales Calendar events and or other client events/entertainment/FAMS
  - Assisting in the development of Sales Tools for Regional sales team
  - Managing Regional sales team budget and expenses
  - ROI and Salesforce campaign report analysis
- Be the main regional Sales contact for all long tail accounts including but not limited to:
  - Reactively manage long tail accounts

- Forward transient, corporate business travel and group enquiries to the relevant hotel contact to ensure client is provided with the desired information
- Supporting clients with Group enquiries with ongoing liaising with the hotels to ensure effective and result-focussed communication to convert group enquiry
- Monitor and track activity level and potential of long tail accounts to identify x prospect accounts for development per year (\$10-30k revenue p.a. for at least 2 hotels)

## **ADMINISTRATION**

- Travel organisation for GSP team
- Data entry and management of sales platform (Salesforce) and responsible for performing year-end audit
- Handling incoming calls and general sales inboxes
- Ordering and inventory management of promotional items and office supplies
- Updating files and documents on internal and shared drives
- Overseeing petty cash for GSP team
- Prepare expense reports for GSP team
- Manage invoices, accruals and rechargeable budgets for GSP team

All other duties sales support and administrative duties as assigned

## **Other responsibilities:**

- To ensure that standards of personal appearance, grooming and conduct are an example to the team and provide a professional image for clients and guests
- To adhere to all Mandarin Oriental Hotel Group procedures

## **Candidate Profile:**

- Existing sales skills for transient, corporate and group sales an advantage
- Language: English fluent written & spoken, other languages a bonus but not essential
- Skills: IT skills, strong communication and written skills, excellent time-management, ability to prioritize, work under pressure and meet deadlines
- Previous experience with Salesforce is a plus
- Attention to detail is key for this role
- Able to take initiative and anticipate the needs of the team and offer suggestions
- Ability to learn and apply new skills within a reasonable timeframe
- Effective at listening to, understanding, and clarifying concerns raised by colleagues and clients
- Maintain a warm and friendly posture and demeanour and approach all encounters in an attentive, friendly, and service-oriented manner



Mandarin Oriental Hotel Group

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I have read and understand this job description for Mandarin Oriental Regional Sales Office, New York.

Signed \_\_\_\_\_ Date \_\_\_\_\_