| logo-MOWAS  **Job Description**  Position: **Senior Sales Manager, Special Markets**    Reports to: **Director of Group Sales** | DEPARTMENT:  **Sales & Marketing**    EFFECTIVE: **June, 2018**  REPLACES: **All Previous** |
| --- | --- |

**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 30 hotels with more than 11,000 rooms in 25 countries in key business and leisure destinations.

**The Hotel**

Set at the heart of the US capital between Maine and Maryland Avenues and 12th and 14th Streets, SW, Mandarin Oriental, Washington DC has redefined luxury in the city. Just streets away from the nation’s most revered monuments and the Smithsonian Institution, the hotel is also within easy reach of Capitol Hill and the seat of power.

**Strategic Intent & Scope of Position**

The incumbent is responsible for the servicing and management of specific accounts within an assigned area. S/he will assist the Director of Group Sales in focusing and motivating the sales team to achieve the room night goals for her/his particular market segment as laid out in the Marketing Plan.

S/he will generate rooms business from existing and potential accounts, coordinating customer requirements with other departments in order to achieve maximum guest satisfaction and profitability for the hotel. This position is specifically focused on generating group business during weekend and other identified need periods. The person in this position will have a strong prospecting focus and include solicitation of inactive as well as new accounts, without regard to geographic territory or segment, to generate incremental volume.

**Organizational Structure**

The Sales Manager will report to the Director of Group Sales.

**Duties and Supporting Responsibilities**

* Find new sources of business by developing new contacts.
* Seek and contact new potential clients through:
  + - Prospecting
    - Identification of potential market segments in conjunction with the Group’s Regional Sales Offices.
      * Be responsible for room night and revenue production from ~~allocated accounts~~ within the parameters of the assigned markets.
      * Entertain clients to ensure future business to the hotel.
      * Monitor own accounts’ monthly production.
      * Monitor competitors’ performance where it relates to their particular market segment.
      * Update all Delphi Sales account profiles and contact people after every call to maintain a proper profile of all accounts.
      * Participate in all scheduled regular and special sales department meetings including daily Business Review, weekly Group Sales meeting, pre-convention meetings, and monthly Sales & Marketing team meeting.
      * Participate in familiarization visits and entertain as and when required.
      * Conduct on-site inspections for the existing or prospective travel influencers, decision makers and end users.
      * Participate in sales trips and maintain an accurate log of activity and expenses on all sales trips.
      * Distribute seasonal gifts to major clients.
      * Promote seasonal packages and any promotion to clients.

**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.

**Drive for Results**

Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom-line oriented; steadfastly pushes self and others for results.

**Functional and Technical skills**

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

**Problem Solving**

Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers. Makes good decisions based upon a mixture of analysis, wisdom and experience.

**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.

**Ethics and Values**

Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches.

**Requirements**

* Minimum of 5+ years’ experience in luxury Group Sales.
* Bachelor’s degree in related field.
* Must possess strong written and oral communication skills
* Strong Presenting skills and a persuasiveness
* Strong sales prospecting skills
* Computer proficiency is required; must possess experience with Microsoft Office Suite
* Must be familiar with hospitality operational structures and travel industry terminology.
* Demonstrated superior negotiation skills are required; must be able to persuade and influence key decision makers in the marketplace.
* Must be able to work a flexible schedule that will accommodate the achievement of all business goals and directives.

**Desirable**

* 5+ years’ experience in the luxury Hotel Group Sales in SMERF, Tour & Travel Association strongly preferred.
* Familiarity and proficiency in Delphi

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.