

Join our team at Canada's Meeting Place! A team of professionals who are inspired people creating extraordinary events. Work in a picturesque building in the heart of the Nation's Capital, with beautiful views of the parliament and the Rideau Canal. Each person is an integral part of delivering events at our world-class convention centre. We would be pleased to have you come on board and be part of the team that makes events exceptional.

JOB DESCRIPTION

TITLE: Account Manager, Local Sales

REPORTS TO: Director of Sales

SUMMARY: As a key member of the Sales team, the Account Manager is responsible for managing existing accounts and generating maximum sales from new and existing accounts from assigned markets. The Account Manager oversees the sales process for market specific meetings, as well as weddings and social events. The Account Manager acts as an Ottawa Convention Centre representative at assigned niche market and industry association functions, and other events.

MAIN RESPONSIBILITIES (This is not an exhaustive list)

- Sell to the local and regional market with a focus on events such as meetings, small conferences, social functions, and weddings.
- Manage client relationships, follow up on active leads, and rebook existing clients to generate revenue.
- Ask qualifying questions to prospective clients that combine and satisfy underlying client needs and clearly identify their logistical requirements.
- Generate proposals and present contracts which sell the Shaw Centre's meeting space and food and beverage.
- Conduct site tours of the Shaw Centre for clients
- Input sales activities and the history of client interactions into the Shaw Centre customer relationship management and inventory system, Ungerboeck.
- Execute internal sales processes such as data input, reports, and account activity as per the procedures outlined.
- Perform work in accordance with the provisions of the *Occupational Health and Safety Act* and Regulations and all other corporate/departmental policies and procedures.
- Perform other related duties as assigned by Director of Sales.
- Coordinate sales manager activities calendar (flight accommodations, speaking notes, registration).

SKILLS

EDUCATION/EXPERIENCE:

- Community college diploma in Hospitality Management, Communications or Business Administration. University degree considered an asset.
- Minimum three years sales experience in hospitality, meeting, or convention industry.

- Experience and formal training combined with demonstrated performance and ability may substitute for stipulated academic/experience requirements.

ADDITIONAL COMPETENCIES/SKILLS:

- Working knowledge of applicable occupational health and safety legislation; general knowledge of corporate/departmental policies and procedures.
- Event Planning / event logistics experience an asset.
- Experience with weddings and social catering events.

DEMONSTRATED ABILITY TO:

- Be well organized; able to set priorities and meet deadlines.
- Thrive in a high-pressure, high-volume environment.
- Lead by example, demonstrating integrity, creativity, and enthusiasm.
- Present a professional image of the Shaw Centre.
- Communicate effectively, both orally and in writing, including effective presentation skills
- Comprehensively use software, spreadsheet, word-processing, presentation, and electronic mail and scheduling
 - Knowledge of Ungerboeck booking system considered an asset.
- Act decisively to translate departmental strategies into concrete action plans.
- Provide excellent customer service by identifying and meeting customer needs.
- Work effectively both independently and in a team environment
- Maintain a calm, professional and mature emotional demeanour in interacting with colleagues, external contacts, and clients.
- Showcase excellent problem-solving skills, and analytical skills.
- Adapt to changes in process, systems, and organization structures.

EFFORT AND WORKING CONDITIONS

- Focus on and juggle multiple accountabilities and priorities.
- Normal indoor office environment
- Occasionally required to extend hours of work to meet work demands including the requirement to work evenings or weekends.

LANGUAGE

- English
- French is considered an asset.

Application Details

Please submit your cover letter and résumé to cgrace@shaw-centre.com with Account Manager, Local Sales in the subject line.

The Shaw Centre thanks all applicants but will contact only those who will be invited for an interview.