



City of Phoenix

SALES MANAGER

JOB CODE 27120

Effective Date: Rev. 01/10

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to sell and book events or activities, such as conventions, exhibitions, festivals, public assembly activities, and theatrical performances at the Phoenix Convention Center and venues. Work involves communicating with prospective and confirmed lessees regarding total facility availability, scheduling meetings, conducting tours, advising of services available within the complex and from outside contractors and other community organizations, and corresponding with executives, producers, promoters, convention and tourism representatives, community arts organizations, and convention officials to discuss facility services, policies, and information. Work is performed under the general supervision of the Sales Supervisor or Senior Sales Supervisor.

ESSENTIAL FUNCTIONS:

- Responds to telephone inquiries by prospective and confirmed lessees concerning rental rates and space availability for the Phoenix Convention Center and venues;
- Investigates available dates and compatible spaces for new and repeat clients, suggesting alternate dates when necessary;
- Works cooperatively with the Greater Phoenix Convention and Visitor's Bureau in meeting the needs of both tentative and confirmed clients;
- Conducts tours of the facilities with clients and sales managers;
- Adds or changes information in the booking calendar;
- Updates event information by entering data into a computerized event management system;
- Writes and processes contracts and addenda;
- Provides information for and relays information between Convention Center Department sections involved in servicing an event, including event coordinating, accounting, and technical sections;
- Assists clients and event managers with planning events;
- Makes formal presentations to client organizations and convention and exhibition managers regarding facility rental policies, rates, fire and technical regulations, support services and other related topics;
- Maintains regular and reliable attendance;



City of Phoenix

- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity;
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Principles and practices of marketing, sales, and public assembly management.
- Catering, decorator, security, ushering, parking, and food concession operations.

Ability to:

- Communicate in the English language by phone or in person in a one-to-one or group setting.
- Comprehend and make inferences from written material.
- Produce written documents in the English language with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Learn job related material primarily through oral instruction and observation which takes place mainly in an on-the-job training setting.
- Enter data or information into a computer terminal or other keyboard device.
- Make basic arithmetic calculations (addition, subtraction, multiplication, and division) either manually or by operating a calculator.
- Work cooperatively with other City employees and the general public.
- Work safely without presenting a direct threat to self or others.

Additional Requirements:

- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee does not have personal insurance coverage.
- Employees in this classification work irregular hours, evenings, and weekends.
- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:



City of Phoenix

Three years of experience in hospitality sales and marketing, to include a convention or cultural center, hotel, or other large public use facility, and a bachelor's degree in business administration, marketing, or related field. Other combinations of experience and education that meet the minimum requirements may be substituted. Other combinations of experience and education that meet the minimum requirements may be substituted.