



City of Phoenix

SALES SUPERVISOR

JOB CODE 27150

Effective Date: Rev. 03/08

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to supervise a staff engaged in sales and promotional activities designed to increase the utilization of the Phoenix Convention Center and Venues; with a focus on non-convention sales. The incumbent is required to exercise considerable independent judgment and initiative in defining the activities and policies of the sales program. Performance is evaluated by a Deputy Convention Center Director on the basis of results obtained.

ESSENTIAL FUNCTIONS:

- Selects, trains, and assigns work to sales and support staff;
- Oversees work procedures and inspects work in progress and upon completion;
- Implements and supervises the promotion and sales of Convention Center Department facilities to maximize revenues;
- Assists the master booking schedule;
- Approves client contracts, fee waivers, and reductions;
- Meets and maintains effective relationships with civic, corporate, and educational organizations;
- Coordinates sales strategy with the Senior Sales Supervisor for in-house sales activity;
- Edits and assists in the preparation of promotional brochures and related sales brochures;
- Meets and/or arranges meetings with prospective lessees to generate business for the facilities;
- Explains departmental policies on catering, ushers, security, equipment, and general use;
- Quotes rental rates;
- Meets with lessees to determine basic equipment and personnel needs;
- Handles requests for general information, inquiries regarding policies and procedures, and complaints;
- Oversees the preparation of a monthly economic highlight summary for wide distribution in Phoenix area;
- Monitors the sales budget;
- Prepares comprehensive written reports to department management;
- Maintains regular and reliable attendance;



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- 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, techniques, and objectives of marketing, sales, and supervision.
- Current English usage and various journalistic styles.
- Public assembly or hotel management and philosophy.
- Principles and practices of supervision.
- Principles of sales, negotiation, and promotion.
- Catering, decorator, security, ushering, parking, and food concession operations.

Ability to:

- Perform a broad range of supervisory responsibilities over others.
- Implement and manage a sales program.
- Communicate in the English language by phone or in person in a one-on-one or group setting.
- Work cooperatively with City employees and the general public.
- Comprehend and make inferences from written material.
- Analyze facility space availability and make sound judgments on lessee accommodation requests.
- Make basic arithmetic calculations (addition, subtraction, multiplication, and division) either manually or by operating a calculator.
- Work independently and organize and assign staff to meet deadlines.
- Interpret and adhere to codes, rules, regulations, and policies when making decisions
- Produce written documents in the English language with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Enter data or information into a computer terminal or other keyboard device.

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 is not authorized to



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drive a City vehicle or if the employee does not have personal insurance coverage.

- This position will require the performance of other essential and marginal functions.

ACCEPTABLE EXPERIENCE AND TRAINING:

Four years of sales experience in a convention bureau, large convention hotel, or other large public assembly facility, including one year of supervisory or lead experience, and a bachelor's degree in marketing, public or business administration, or a related field. Other combinations of education and experience that meet the minimum requirements may be substituted.