



CITY OF OMAHA CLASS SPECIFICATION

CLASSIFICATION TITLE: SALES ASSISTANT

BARGAINING UNIT: CIV BARGAINING **CODE NUMBER:** 7115

PAY RANGE CODE: 11180 **REVISION DATE:** 2/4/16

NATURE OF WORK:

The work of this classification involves providing administrative support to the Group Sales and Convention Services division, including scheduling appointments, filing, compiling reports, preparing correspondence and promotional materials, and running research traces. The individual will coordinate and manage customer events, assist with booking familiarization trips, and assist in the public relations activities and marketing of Omaha as a desirable meeting destination site. An incumbent in this position works with some independence in the performance of the assigned duties and receives direct supervision from the Vice President - Sales and Services.

ESSENTIAL FUNCTIONS: *(Any one position may not perform all the duties listed, nor do the listed examples include all the duties that may be performed in positions allocated to this class.)*

Provides operational support, including filing, maintenance of calendars, correspondence, report preparation, and completion of special projects.

Maintains files of departmental records and reports.

Assists in research as directed; this includes WEB, MINT, and requests for history from other cities.

Coordinates details for customer events including payment, budgeting, invites, client gifts, RSVPs, and keeping the invite database current.

Assists with sales missions, sending invites, follow up, data base updates, sales kits prep, and client gifts.

Keep all account information current in Customer Relationship Management (CRM) system.

Keeps all sales kits current with new information needed to market Omaha.

Researches accounts and updates accounts as requested.

Works with databases to assist Vice President - Sales and Services in prospecting efforts.

Coordinates schedule of bid process.

Collects all content for bid book for the marketing division.

Distributes leads to local hotels and venues and ensures they receive needed bid information, acquiring hotel lead responses and confirmations.

Compiles informational reports of such items as tentative and actual bookings, which details number of attendees and rooms. Prepares reports for monthly convention center meetings and distributes to attendees.

Coordinates travel arrangements for National Sales Manager's business travel.

Maintains regular job attendance in accordance with a schedule established for the position by the supervisor.

Performs other related duties as assigned or as the situation dictates within the scope of this classification.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of business English, spelling, grammar, and punctuation.

Knowledge of general office procedures, standard clerical techniques, and office equipment.

Knowledge of departmental policies, procedures, and regulations.

Knowledge of and ability to operate a computer or other technology using standard or customized computer or systems software applications appropriate to the assigned tasks.

Skill in applying computer spreadsheet, database, and video software in the composition of sales presentations.

Ability to learn and adapt to advances in computer and electronics device technology and software.

Ability to give close attention to detail in composing, compiling, and proofreading promotional materials.

Ability to prioritize and manage multiple projects and responsibilities while meeting stringent deadlines.

Ability quickly and accurately perform basic mathematical computations to include addition, subtraction, multiplication, and division.

Ability to travel independently to domestic and international destinations via commercial airlines.

Ability to communicate effectively, orally and in writing.

Ability to maintain confidentiality.

Ability to adhere to safety policies, procedures, and guidelines.

Ability to establish and maintain effective working relationships with fellow employees, members of the tourism industry, and members of the general public.

Ability to sit from 76 to 100% of the time, to stand and walk from 26 to 50% of the time, and reach, bend, stoop, push, and pull up to 25% of the time.

Ability to use up to thirty (30) pounds of force up to 25% of the time to move objects.

EDUCATION AND EXPERIENCE: *(The knowledge, skills, and abilities above may be acquired through, but are not limited to, the following combination of education and/or experience.)*

High school graduation or its equivalent

AND

Two (2) years of professional experience to office administration, preferably in the hospitality industry.

SPECIAL REQUIREMENTS:

Must possess a valid motor vehicle operator's license from the time of appointment.

Must be available to work flexible hours, weekends, and holidays.

WORKING CONDITIONS: *(The conditions herein are representative of those that must be met by the employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.)*

Work is performed in an office setting amid normal conditions of dust, odors, fumes, and noises.

EQUIPMENT OPERATION: *(Any one position may not use all of the tools and equipment listed nor do the listed examples comprise all of the tools and equipment that may be used in positions allocated to this classification.)*

Computer
Telephone

Calculator
Printer

Copier

Previous Revision Date(s):