

Job description

Sales Coordinator

Wildlife Prairie Park is a jewel in the Midwest. Located just outside of Peoria, IL, this 2,000-acre zoological park is home to over 150 animals/60 different species that are native to Illinois. Our guests come to learn about wolves, bison, waterfowl, black bear, elk, cougar, otter and much more. Wildlife Prairie Park strives to promote conservation, education, and recreation.

Wildlife Prairie Park has multiple meeting and event spaces and can host over 100 private events each year. Wildlife Prairie Park is a place of adventure with 21 lodging units, 16 tent camping sites, and sites for self-contained RVS.

The experienced candidate has a passion for weddings, has the ability to work with brides, mothers of the brides, as well as corporate executives planning retreats and conferences, or families planning reunions. We are seeking someone with enthusiasm, excellent customer service, exceptional hospitality skills, proven sales skills and can provide unforgettable stays for our guests.

Reports to:

Director of Sales and Events

Responsibilities include but are not limited to:

- Prioritize work daily
- Ability to meet sales goals.
- Answer telephone calls and emails with highest level of accuracy, courtesy, and customer service presentation
- Give tours to prospective clients
- Prepare contracts for events
- Input account, booking and profile information into the booking system within the designated time frame and adhere to all guidelines as set forth by Director of Sales and Events
- Actively promote Wildlife Prairie Park lodging and activities
- Welcoming and checking in lodging guests
- Providing excellent guest services when lodge guests have requests or needs.
- Taking reservations or doing tours of lodging accommodations for events.
- Inputting guest reservations into the point of sales system, ensuring accuracy.
- Creating lodging procedures related to upkeep of lodging buildings, reservations, policies, and guest stays.

- Monitor guest satisfaction and address feedback efficiently
- Ensure that all necessary paperwork/brochures/binders are stocked and provide valid, up to date information.
- Works closely with housekeeping supervisor to ensure lodging units are ready for guests. There are occasional hands on work to help ensure that all units are well cleaned and properly stocked prior to check-in.
- Coordinate with park staff to help guests reserve activities if not already booked.
- Coordinate with maintenance department to make necessary repairs or service calls before, during and after guest stays.
- Continually checking grounds and property to ensure guests safety and pleasant experience.
- Communicating with lodging guests regarding reservations, cancellations, questions and concerns.
- Work with Director of Sales and Events to set-up and maintain files in a neat and orderly manner
- Help clients with details on upcoming events. Make every effort to resolve requests on the first call.
- Keep track of special amenities requested by clients, and ensure personal notes accompanies all amenities.
- Coordinate with clients, caterers, and vendors to ensure a successful event
- Works with clients to ensure event details are confirmed
- Assist with room setup and tear down
- Banquet manage and serve at assigned events to ensure success and trouble shoot any difficulties
- Ensure events are completed satisfactorily
- Create post event reports, coordinate corresponding thank you letters
- Proof-read all correspondence for accuracy and readability
- Ability to work a flexible schedule including evenings and weekends
- Ensure all private events are reflected on parkwide calendars
- Block and sell rooms for private events
- Communicates with wedding parties to inform cut off dates, forecast wedding blocks accurately and makes any changes to reservations/upgrades.
- Develop working relationships with WPP staff and become knowledgeable about the park's offerings and amenities available to guests
- Attend various community events and actively pursue networking opportunities.
- Other duties as assigned.

Qualifications

- Minimum three years office/sales experience, preferably with hospitality, VIP, wedding, lodging, and corporate clients
- High School or GED required, associates or bachelors degree preferred
- Proficient in Microsoft Word, Excel, PowerPoint and ability to operate a POS system.
- Excellent communication, organization, written and guest relations skills
- Able to multitask and handle a high paced environment
- Able to work a flexible schedule, including weekends and holidays
- Must be able to provide outstanding customer service to internal and external guests
- Food handlers and Basset required.