



Inn at Laurel Point

Outstanding Workplace of the Year Award, Chamber of Commerce (2018)
Employer of the Year Award, Tourism Vancouver Island (2018)

Job Title: Assistant Sales Manager

Job Type: Permanent, full-time

Summary of Position:

To represent Inn at Laurel Point in all guest interactions as an “Elegant, Pacific Rim Inspired waterfront inn where memories are created.” Reporting to the Director of Sales, the successful candidate will work collaboratively within our sales team as the backbone and main support to the Sales Department.

Responsibilities:

- Prepare sales proposals, estimates and agreements on behalf of Sales team and ensure this is completed in a timely manner
- Consistently offer professional, friendly and engaging service
- Quickly respond to all leads in partnership with Sales Manager and develop/maintain strong relationships with clients
- Accurately enter and maintain Opera database with group bookings, prospected lead lists and record details from client communication
- Prepare contract files, collect deposits, ensure file accuracy, and confirm all details before handing over to the Event Department
- Work closely with the Event Department and Operations to communicate group details and ensure a seamless transition for the client
- Responsible for managing business travel market and meeting monthly quotas
- Responsible for managing tour and wholesale market and meeting monthly quotas
- Support and act as an ambassador to the Sales Team while they are out of the office
- Perform site inspections when required and assist with FAM visits and client events
- Actively contribute information on competitive set and stay abreast of emerging market trends and share information with the team
- Participate and contribute in Sales meetings
- Manage booking pace and month end reporting
- Manage and order promotional material, including Sales and Events team gifts and giveaways in partnership with Director of Sales & Marketing Manager
- Conduct any other general duties deemed necessary from time to time i.e. handle a meeting space only site or outside sales calls from time to time
- Support Sales and Events Coordinator while out of the office or on vacation

Qualifications:

- Minimum two years of experience in Events, Sales or a Reservations department in hospitality and tourism industry
- Post-secondary education in Hospitality & Tourism Management or related field an asset
- Confident, well groomed, professional presentation and demeanor
- Extensive administrative experience is required
- Excellent written and verbal communication skills is required
- Positive “can do” attitude is required
- Ability to work well independently as well as a member of multiple, integrated teams
- Proven organizational skills with the ability to establish work priorities and remain flexible in working hours
- Excellent attention to detail is required
- Intermediate to advanced computer skills using MS Word, Excel, PowerPoint, Outlook
- Working knowledge in OPERA (or other property management system) an asset
- Must be able to embrace the 4 core values of the Inn at Laurel Point: Excellence, Respect, Curiosity and Stewardship

Closing Date: Please submit your application as soon as possible as applications will be reviewed daily.

Apply Now! Please email your resume to Ann Reeves, Human Resources Manager at careers@laurelpoint.com. For more information, contact Ann directly at 250-414-6726.

What's in it for you?

- Competitive Salary
- Comprehensive benefits package: BC Medical, extended healthcare & life insurance, critical illness insurance, employer-sponsored RRSP contribution plan
- A fun & friendly workplace culture that embraces diversity
- Best staff meal in town and by the way, it's free!
- Complimentary parking on non-restricted days during the off-season
- AURA waterfront restaurant + patio staff discount - 50%
- Friends & Family hotel discount (so you can show off your amazing workplace)
- Candidate referral bonus - \$300
- Industry discounts
- Leader of the month recognition program
- Workshops
- Skill and advancement training programs

Summary of Company:

Inn at Laurel Point is an elegant, Pacific Rim-inspired waterfront hotel located downtown on Victoria's Inner Harbour. It was the first carbon-neutral hotel in BC and, Condé Nast Traveler has rated the Inn as one of the top 25 hotels in Canada. For more information visit www.laurelpoint.com.

We won't give you a job. We'll give you a lifestyle.

- **Do you strive for excellence?** It's one of our benchmarks - in relationship, fair business practice and in the standards we uphold.
- **Do you uphold respect?** Respect for guests and colleagues is paramount. It's our foundation for learning and growing.
- **Are you curious?** Seeking to understand and challenge conventional thinking allows us all to find new ways to succeed.
- **Are you responsible?** As stewards and caretakers, we aim to leave a legacy of independence, innovation and responsibility in all we do.

We're looking for people who want a career that defines who they are. Because this is not just a job. It's an expression of your values and ours. We're more chameleons than corporate. More approachable than distant. Yet we're always professional and 100% committed.

We also value innovation. We want people who prefer to count on their inner resources and flexibility over rigid policies and procedures. And in return, we'll treat you as we do our guests: with sincerity, an open mind and respect.

This is a company for real people. Interesting people. People in search of a place to stay and make a difference.

If that's you, let us know.

Thank you for considering Inn at Laurel Point as your employer of choice!