UNIVERSITY OF SOUTHERN CALIFORNIA

Sales Coordinator
Job Code: 143008

Grade: G
OT Eligible: Yes
Comp Approval: 7/6/2011

JOB SUMMARY:
Performs various administrative duties for daily operation of sales department. Supports the sales team in attaining monthly/annual targets and assists management and clients with determination of business requirements. Coordinates communication with new and existing clients, external distributors, etc. Resolves inquiries from clients and assists with ensuring customer satisfaction.

JOB ACCOUNTABILITIES:

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<tr>
<th>*E/M/NA</th>
<th>% TIME</th>
<th>Description</th>
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<tbody>
<tr>
<td>______</td>
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<td>Performs various administrative duties and support for daily operation of sales department and manager. Coordinates event sales services and activities. Schedules meetings and events. Arranges with vendors for services, prepares agendas and correspondence, gathers and organizes supporting information, and oversees production and distribution of related materials. Performs and audits banquet checks and completes the billing process with finance department. Attends functions to ensure satisfactory outcome.</td>
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<td>Cultivates relationships with new customers and maintains working relationships with existing customers and books events as assigned.</td>
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<td>Responds to inquiries or requests for information regarding event space, rates, policies and procedures, etc. or refers to appropriate party, as needed. Screens and prioritizes incoming calls, determining what contact or action is required for satisfactory disposition.</td>
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<td>Maintains, updates and tracks event changes, scheduling of events, prospects etc. in information database(s).</td>
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<td>Coordinates production and distribution of informational materials. Provides input and ideas regarding marketing services for a variety of audiences. Conducts research on local market, competition, and customer needs for management reports. Tracks and provides effectiveness of various marketing campaigns.</td>
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<td>Prepares monthly, weekly or daily sales analysis, as needed. Gathers information regarding client needs and satisfaction with services performed.</td>
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<td>Assists in preparing sales proposals, agreements, reports, and presentations.</td>
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<td>Assists in budget preparation and administration. Researches costs. Tracks and monitors budget expenditures. Reports on variances. Ensures purchase orders, signed contracts, internal requisitions, etc. are processed in a timely manner. Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.</td>
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*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY RESPONSE/RECOVERY:
Essential: ☐ No
In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:
- Bachelor’s degree
- Combined experience/education as substitute for minimum education

Minimum Experience:
- 2 years
- Combined education/experience as substitute for minimum experience

Minimum Field of Expertise:
- Administrative experience in an office setting, hotel or convention center sales office. Demonstrated attention to detail and excellence in customer service. Demonstrated excellent organizational and communication skills and ability to multi-task.

Preferred Education:
- Bachelor’s degree

Preferred Experience:
- 3 years

Preferred Field of Expertise:
- Special events, catering and/or sales experience.

Skills: Administrative:
- Answer telephones
- Assemble and organize numerical data
- Balance figures
- Communicate with others to gather information
- Compose correspondence
- Coordinate events
- Coordinate meetings
- Customer service
- Gather data
- Input data
- Interpersonal skills
- Knowledge of contract and legal documentation
- Maintain records
- Prepares official documents
- Prioritize different projects
- Research information
- Schedule appointments
- Understand and apply policies and procedures
Use computerized spreadsheets
Use database and/or word processing software

Skills: Other:
Analysis
Marketing
Networking
Organization
Planning
Problem identification and resolution

Skills: Machine/Equipment:
Calculator
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopier

Supervises: Level:
May oversee student, temporary and/or resource workers.

Comments:
No set schedule. Will have to work weekends, evenings, and/or holidays, based on business necessity.

SIGNATURES:
Employee: ___________________________ Date: ___________________________
Supervisor: _________________________ Date: ___________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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