

CONSERVANCY

for CUYAHOGA VALLEY NATIONAL PARK

1403 West Hines Hill Rd., Peninsula, Ohio 44264 | 330-657-2909 | www.conservancyforcvnp.org

Position Announcement **Sales and Booking Coordinator**

May 10, 2019

Conservancy for Cuyahoga Valley National Park is a non-profit organization created to engage public support for Cuyahoga Valley National Park and provide services to enhance public use and enjoyment of the park. The Conservancy's mission is to enrich lives and our communities by inspiring use, appreciation and support of Cuyahoga Valley National Park and ensure its preservation.

Position Description, Essential Duties (other duties as assigned):

The Sales and Booking Coordinator is responsible all aspects of group sales and booking at the Cuyahoga Valley Environmental Education Center (CVEEC). This position is responsible for ensuring all details are communicated to hosts, kitchen staff, and program staff. This is a full-time, year-round position that reports directly to the Office Manager at CVEEC.

Essential duties include:

- Manage the event management software as it relates to all CVEEC bookings.
- Ensure guest communication and details are up to date, proposals, required documents and payments have been received. Provide excellent customer service by phone, email, and facility tours.
- Maintain school day program booking details, invoices, and confirmations are accurate on a weekly basis.
- Coordinate and schedule tours of the CVEEC campus for potential or current group bookings.
- Report monthly CVEEC booking sales numbers to CVEEC Office Manager.
- Work with Conservancy accounting and reservations staff to ensure accurate accounting and facility use numbers.
- Plan, administer, and control Conference Group budget.
- Spearhead a sales and marketing plan for group bookings working with the CVEEC Office Manager and Conservancy marketing team.
- Generate and maintain a group booking prospects list
- Perform market research and analyze data to include current user group patterns and develop strategies to engage diverse market segments.
- Develop and maintain a system of analysis of customer satisfaction for the purpose of improving upon service levels and maintaining good customer relations.
- Assist Office Manager with taking reservations and other general receptionist duties including answering phones and receiving guests and deliveries.
- Employee must be able to satisfactorily perform the essential duties/functions as outlined in the position's job description.

Minimum Qualifications:

- High School diploma required. Minimum five years' previous office experience required.
- Database management experience required.
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms and other office procedures and terminology.
- Previous experience working in sales preferred.
- Employee must have a valid driver's license and meet our driving record policy due to use of a government or Conservancy owned vehicle. Employee will be required to participate in and pass the government Defensive Driving course.
- All employees of the Conservancy are required to pass a background check prior to the start of employment. Employees who will be working at the Cuyahoga Valley Environmental Education Center must be fingerprinted for a background check in the state of Ohio and a FBI criminal record check prior to the start of employment due to the presence of children. These employees must also sign an Annual Voluntary Disclosure Statement and will be checked against the National Sex Offender Database website on an annual basis.

Status/ Pay/Benefits: Full-Time non-exempt, \$13 per hour. Excellent benefits package including medical and dental coverage, a fully vested 403(b) retirement plan, and generous leave time.

To Apply: Send cover letter and resume to apply@forcvnp.org, with the subject line reading Sales and Booking Coordinator. This is an immediate opening and posting closes when position is filled.

The Conservancy provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, military obligations, or veteran status.