

**EDGBASTON PARK HOTEL
AND CONFERENCE CENTRE**

J O B D E S C R I P T I O N

JOB TITLE	Commercial Office Administrator
DEPARTMENT	Commercial
RESPONSIBLE TO	Commercial Office Manager
DOTTED LINE TO	Senior M&E Sales Executive Reservations & Groups Supervisor

Job Summary

To be a proactive sales professional supporting with all administrative duties within the commercial sales office which includes meetings, events and reservations in an efficient and professional manner, ensuring sales are maximised, business is converted and delivering the highest degree of customer service.

Main Duties

- Support with enquiries for meetings, events and reservations in a prompt and professional manner and in accordance with required standards, ensuring accuracy and attention to detail at all times.
- Produce quotations, proposals and written confirmations to clients and agents.
- Generate contracts and pro-forma invoices to clients and agents.
- Process payments in line with the company's policy.
- Input final details into the Hotels PMS system for meetings, events and group bookings.
- Actively seek out new opportunities to upsell and enhance new and existing enquiries.
- Chase provisional business to aid conversion.
- Conduct business overview reports daily.
- Assist the sales team on client appointments and attend open days.
- Maintain a good knowledge of competitors, local information and attractions.
- Carry out competitor analysis and keep up to date with market conditions.
- Ensure that brochures and market collateral are on display and stocked across the Hotel.
- Action post-event surveys to all bookings.
- Create table plans, name cards and menus for banqueting events as required.
- Assist the sales team with administration tasks.
- Perform any other duties that may be required by team.

General Requirements

- Build and maintain effective working relationships across the Hotel.
- Present a professional image of the Hotel to guests.
- Respond professionally and pro-actively to any guest queries.

- Actively support and demonstrate the Hotel culture and values.
- Adhere to all Hotel policies, procedures and processes.
- Comply with statutory requirements regarding the workplace such as employment law, health and safety, hygiene, fire prevention, GDPR etc.
- Act with integrity and in the interests of the Hotel at all times.

PERSON SPECIFICATION

Experience

- Previous administrative experience, in a busy, customer-focused office environment.
- Experience in a similar role would be desirable.

Skills, Abilities and Knowledge

- Customer service orientated.
- Outstanding communication skills, with the ability to relate to staff at all levels of the organisation.
- Strong administrative and organisation skills.
- Attention to detail.
- Courteous and efficient with guests and colleagues.
- Ability to multi-task and problem solve, ensuring that any issues are dealt with promptly.
- Ability to project a positive attitude over the telephone and in person.
- Genuine desire to assist others and provide excellent service.
- Ability to work independently and on own initiative
- Ability to work collaboratively within a team.
- Computer literate in Microsoft Word, Excel, PowerPoint and Outlook.
- Ability to operate pragmatically.
- Ability to win confidence and cooperation at all levels.
- Ability to prioritise workloads, meet deadlines and work to strict time constraints.
- Understanding of GDPR requirements.
- Knowledge of Guestline would be desirable.
- Proficiency in a second language would be desirable.

Qualifications

- Good standard of education, including GCSE English and maths, or equivalent, at grade C/4 or above.
- First Aid qualified, or willingness to undertake the qualification.