



Classification Description

OUR VISION:

To be the acknowledged leader in public assembly venue management in the region

OUR MISSION:

To enhance the livability and economic vitality of the metropolitan region through sound stewardship, expert management and creative development of the region's public assembly venues

OUR VALUES:

Respect ~ Excellence ~ Teamwork ~ Innovation ~ Community

Job Title	Sales Manager	Bargaining Unit	Non-represented
Functional Job Family	Sales & Marketing	Classification #	8035
FLSA	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	Salary Grade #	322,
Position Status	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	Revision Date	May 2007

Summary:

Generate revenue by promoting and selling services offered by the Metropolitan Exposition Recreation Commission (MERC). Manage client accounts for national, regional, state and local clients. Serve as a representative of the facility to industry representatives, convention bureau, the general public, and other MERC facilities, departments and divisions.

Reasonable Accommodations:

To perform this job successfully, an individual must be able to perform each essential duty and physical demands satisfactorily with or without a reasonable accommodation.

Essential Functions:

- Promote the rental of a MERC facility and the sales of related services offered at the facility; qualify, sell and book business by initiating contact with new and existing clients; manage client sales accounts to grow revenue.
- Negotiate contracts between represented facility and client to maximize revenue; ensure contracts follow agency policies and procedures and are in compliance with applicable laws; ensure that all contractual terms are met.
- Screen client permit applications and other documents for compliance with established policies, practices and procedures; maintain accurate records and reports.
- Maintain booking calendar and information to ensure reservations are protected against scheduling conflicts.
- Develop and cultivate effective professional relationships; maintain contact with current and potential clients; research new business leads; attend events that provide opportunity for networking and relationship building within the tourism and commercial industries.
- Conduct facility tours for potential clients; recommend appropriate space and services; answer questions; assist clients in finalizing rental arrangements.
- Coordinate activities with other departments to ensure services are appropriate and performed in an efficient and timely manner.

**Secondary Functions:**

- Prepare various reports regarding operations and activities; prepare travel authorizations for expense account reports.
- Collaborate with other professional organizations, such as Portland Oregon Visitors Association (POVA), to plan and coordinate mutually beneficial business opportunities.
- Lead and participate in the development and implementation of marketing projects, such as direct mailers, trade shows, conventions, customer events and sponsorship events.
- Participate in interdepartmental planning meetings and lead facility scheduling meetings.
- Other duties which may be necessary or desirable to support the agency's success.

Supervisory Responsibilities:

This position has no supervisory responsibility but may provide leadership and guidance to volunteer staff and/or assist with orientation of new members of the work group.

Education and/or Experience; Certificates, Licenses, and Registrations:

- Bachelor's Degree in marketing, business administration, or a related field, and
- A minimum of three (3) years of sales and marketing experience, or
- An equivalent combination of education, experience and training that would provide the knowledge, skills and abilities required for the successful performance of the essential job duties.

Necessary Knowledge, Skills and Abilities:

- Knowledge of operational characteristics, services and activities of facility sales and marketing programs.
- Knowledge of the principles and practices of event scheduling and booking operations.
- Knowledge of basic accounting principles.
- Knowledge of procedures, methods and techniques of marketing and sales.
- Skill in sales presentations, client relationship building, negotiation and persuading others.
- Skill in public speaking and presenting information and ideas to individuals and in group settings.
- Ability to interpret and explain booking and scheduling policies and procedures.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.
- Ability to work effectively with information management systems, and adapt quickly to system changes and updates.
- Ability to work various hours, including evening, weekends, and holidays.

Physical Demands / Work Environment:

- Majority of work is completed in a general office environment with exposure to moderate levels of noise in a well-lit, well-ventilated and moderately paced environment.
- Continuously required to read computer screen; perform repetitive motions of hands and wrist; hear and/or respond to verbal/audio cues.



- Frequently required to stand and/or walk for extended periods of time.
- Occasionally required to sit for extended periods of time.
- Rarely required to stoop, kneel, crouch or crawl; twist and/or bend; reach with hands and arms; climb and/or balance; lift, push, pull and/or carry objects up to 50 pounds.

"MERC believes that each employee makes a significant contribution to our overall success. That contribution should not be limited by the assigned responsibilities. Therefore, this Classification Description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent or MERC, to just the specific work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of our endeavors."

APPROVED:

MERC General Manager

Date

MERC Human Resources Manager

Date