

# Please Post Job Opening 2018 - 15



## Department

Group Business Development and Trade Sales Office

Position Trade and Group Market Manager

Type of position: Regular Salaried

Date Available Immediately

## Duties and Responsibilities:

### Groups Sales

- Work closely with American Heritage Railway's Sales & Business Development Director to service existing clients and develop new business/accounts especially in the areas of travel trade, professional agents, local resellers, and corporate, promotional, educational, charter, and celebration groups.
- Work with AHRR Sales & Business Development Director on sales efforts for D&SNGRR and Mt Rainer Railroad and logging Museum.
- Attend industry tradeshow as assigned for the purpose of selling D&SNGRR and Mt Rainer Railroad and logging Museum.
- Manage Trade and Group Office Supervisor and staff to make sure all group sales inquiries are followed up on in a timely fashion tracking them through to completion.
- Build and maintain good relationships with local partners, tour directors, escorts, and group travel companies.
- Ensure that our adventure packages are available to sell to groups where possible, informing them of current schedules, fares and offerings as appropriate.
- Work closely with Reservation department regarding additional capacity needs, special situations, etc.
- Assist Sales and Marketing reports as requested.
- Develop and maintain a group reservation manual, filing system and processes for handling all group functions.
- Compliance with all D&SNGRR & Mt Rainier Railroad & Logging Museum procedures, safety and operating rules.
- Other duties as assigned by owner or manager

### Manage Group Business Development and Trade Sales Office staff

- Develop and maintain a group reservation manual, filing system and processes for handling all group functions.
- Responsible for requisitioning and maintaining adequate supplies and equipment for Group Reservation Office.
- Schedule Group Reservation Office employees to insure adequate coverage throughout every season.
- Maintains employee staffing budget, supplies, etc.

### Customer Service

- Responsible for any special needs or requests from tour groups, and responsible for communicating to all departments.
- Design/implement/track customer service metrics.
- Perform routine follow up with existing clients and accounts.

- Oversee reservation booking for all Group Office clients.
- Address and resolve ticketing issues/passenger concerns, guest services issues and advise other department heads of any issues that may arise with another department.
- Work with marketing to ensure all complaints or comments are addressed in a timely manner.
- Work closely with Roundhouse, Operating, and Car Shop for car and locomotive needs.

**Group Office Responsibilities Regarding Reservations, Reporting and Accounting**

- Maintains Client database for inputting client profile and updates.
- Enters and maintains all group (20 pax +) or car charter reservation requests in Rezware reservation system.
- Enters deposits, final payments and maintains passenger adjustments, cancellations, re-bookings, etc.
- Updates Sales by consolidating, analyzing and forwarding weekly action summaries.
- Generate contracts and contract templates for the Group Office to use with all group clients.
- Reserve Cab and Motorcar rides, ensure transportation, and supplies and amenities are arranged
- Responsible for group, cab/motorcar, private car charters updates to company calendar.
- Provide accurate spec sheets, special handling forms and car charter requests to appropriate departments on a timely basis.
- Provides sales vs. projections results by preparing and forwarding sales tracking reports.
- Coordinates with Accounting Department on billing issues.
- Forward payment reminders to clients
- Ensure all outside agencies are under a written, signed agreement.

**Work Experience requirements**

- Must be outgoing, team oriented, objective, thorough, hard-working and have an optimistic attitude.
- Demonstrated ability to work accurately, think quickly and be a good problem solver in a fast paced environment.
- Prior exposure to Sales in the Hospitality or Tourism industry is a definite advantage
- Flexible schedule must be able to work nights, weekends or early mornings when needed.
- Call center, reservation system or multi phone system experience helpful.
- Competency in MS Office products including Outlook, Excel, Word etc. and experience with Salesforce preferred

**Education**

College degree in business, marketing, hospitality or related field preferred, work experience may be substituted.

**Salary**

Salary DOE.

**Comments**                     Please send application/resume to hr@durangotrain.com                    

**Posting Date**                     May 2, 2018                    

Posting will be open a minimum of 7 calendar days after posting date.