

SEE ROCK CITY, INC.
JOB DESCRIPTION

Title: EVENTS AMBASSADOR	Team: Lodging and Events
Reports to: Senior Manager of Lodging and Events	Status: Full-Time, Non-Exempt

Summary

The Events Ambassador is responsible for coordinating and organizing the sales process for special events and catered functions across the See Rock City, Inc. family of brands outside of our group sales to our attractions. This includes, but is not limited to, Grandview, Riverview Inn, and Clumpies Ice Cream Co. Under the direction of the Senior Manager of Lodging and Events the Grandview Event Specialist is responsible for performing the following duties:

Responsibilities

- Delivers excellent guest service to internal and external customers in line with the organization's mission, culture, and values.
- Models appropriate guest and partner interaction at all times, displaying the values of the culture of excellence and leading in a manner that serves as an organizational model for the values.
- Serves as the primary contact for all client and prospect calls outside of our group attractions sales.
- Responds to inquiries via phone and internet daily in a professional manner, providing information about our variety of offerings, and answering questions of potential clients.
- Performs pre-qualifying and selling/up-selling processes during guest interactions, before handing off the lead to the responsible team
- Coordinates consistent and accurate communication with all locations/teams to ensure successful group event planning and execution.
- Schedules tours, tastings, and personal consultations for various partners across multiple teams
- Coordinates all reservations for groups using the reservation system.
- Generates and provides various reports to the Director and others, including reports on production status and group sales activity.
- Performs various administrative tasks.
- Sends invoices and collects payments.
- Supports booked events as needed.
- Performs other duties as assigned by management.

Qualifications

- Associate degree (A.A.); or two to five years related hospitality experience; or an equivalent combination of both.
- Must possess excellent computer skills and be proficient in MS Office, including Word, Excel, and Outlook.
- Possesses an outgoing, friendly personality and the desire to provide quality service.
- Possesses a superior level of communication and customer service skills.
- Ability to convey a professional image to clientele.
- Ability to effectively present information and respond to questions from a group of managers, guests, or the general public; to read and analyze business correspondence; to develop and write reports.
- Ability to communicate and interact effectively in one-on-one and small group situations.
- Ability to multi-task and manage time effectively.
- Excellent attention to detail.

- Ability to add, subtract, multiply, and divide. Ability to perform these operations using units of American money.
- Ability to provide a flexible schedule to work nights, weekends, holidays, and special events as needed.
- Required to regularly use hands and fingers. Ability to lift/move up to 50 pounds. Required to walk, stoop, kneel or crouch frequently. Must be able to stand regularly.