



Job Description, Duties, Requirements and Expectations

Job Information

Position:	Group & Wedding Sales Manager	Department:	Guest Service
Supervising Manager:	General Manager	Position Type:	Full Time Year Round
Pay Scale:	Base Salary + Commission-DOE	Uniform Requirements:	Resort Casual as dictated by handbook

Job Description

The Ragged Mountain Resort LLC Group and Wedding Sales Coordinator is responsible for actively researching, promoting, booking, and coordinating business on a year-round basis. Group categories include but are not limited to weddings, ski groups, corporate functions, family functions, youth groups, and summer camps. As part of the Marketing and Sales team, the Group and Wedding Sales Coordinator attends industry trade shows representing Ragged Mountain Resort. The Group and Wedding Sales Coordinator may be asked to attend local and regional events representing Ragged Mountain Resort.

Job Duties & Responsibilities

- Actively prospect new group business that supports the goals laid out in the marketing and sales plan for the Resort.
- Respond to group inquiries that come to the resort via the website, phone, email, referrals, and word of mouth
- Work with group leaders to plan and coordinate all aspects of a group visit to Ragged Mountain. This includes but not limited to: weddings, lift tickets, lessons, rentals, tubing, lodging, F&B, meeting space, on-hill events, and golf events.
- Coordinate with all resort departments on group activities. Drafting and distributing Group Function sheets and BEOs detailing upcoming events, functions, and groups, as well as forecasting the following week (2 weeks out) to be sent out Wednesday mornings to all departments.
- Greet group leaders with pre-printed lift tickets, rental vouchers, etc.
- Responsible for reconciling group invoices and collecting all payments.
- Be available through the day to check on the group and handle any questions or provide solutions.
- Coordinate Family Trips with tour operators and any outside group vendors bringing business to our resort.
- Work with marketing team to develop sales collateral.
- Attend weekly sale and team forecasting meetings.
- Attend seasonal orientation and employee training
- Use sales CRM tool to track leads, contacts and reports.

Job Requirements and Qualifications

- Business or marketing-related degree or equivalent professional qualification
- Wedding/event organization and group sales experience required
- Relevant product and industry knowledge
- Experience with relevant software applications including but not limited to Xcel, MS Word, PowerPoint, Outlook, internet, and email communications
- Must be able to work in a team environment
- Must have strong written and verbal communication skills, and be comfortable presenting in front of groups.
- Must be able to ski or snowboard intermediate terrain.
- Must be able to stand outside in cold temperatures for long periods of time.
- Some travel is required. (Less than 10%)
- Must be able to work a flexible schedule including weekends during the winter and evenings as group activity dictates.
- Must be able to lift at least 50lbs.

Job Performance Expectations

- Meets or exceeds agreed upon sales goals.
- Takes initiative.
- Excellent written and verbal communication skills
- Organization and ability to handle many groups in a variety of planning stages at one time.
- Work in a team environment.
- Be a problem solver.
- Participate in sales and marketing planning meetings.

Agreement

I have read and understand the Job Description, Job Duties, Job Requirements and Qualifications and Job Performance Expectations listed above. By signing this document, I agree that I am able to comply with the items laid out in this document and perform the obligations of this position as defined above. I further understand that this is a partial listing and additional requirements, duties and qualifications and performance expectations may change at any time, with or without notice.

NOTE: This job description shall not be construed as a contract for employment. Ragged Mountain is an at-will employer.

Team Member Signature:		Date:	
Manager Signature:		Date:	