



USC University of Southern California

Sales Associate Job Description

JOB INFORMATION

Job Code:	143006
Job Title:	Sales Associate
FLSA Status:	Non-Exempt
Supervisory:	
Job Family:	Sales
Job Family Group:	Marketing and Events
Management Level:	7 Individual Contributor

JOB SUMMARY

Markets, sells and coordinates event spaces in university facilities, meeting individual and team booking goals and sales growth objectives. Travels across university campuses for site inspections and takes trips to trade shows and conventions to promote the university's offerings and meet prospective clients. Makes outbound prospecting calls and utilizing lead lists, cultivating firm partnerships and driving superior team performance. Adapts to evolving hospitality trends, visiting with clients via sales and customer service booths at events and further building awareness of the university brand.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Associate's degree	
	X	Bachelor's degree	

Additional Education

Check here if experience may substitute for some of the above education.

X Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		2 years	
	X	2 years	in hotel or convention meeting sales.
	X	5 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Ambitious, with ability to succeed and proven experience selling hospitality to a diverse set of customers.

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Ability to set and close appointments over the phone, and willingness to spend the majority of the workday on the phone.
X		Enthusiastic, efficient, able to act quickly and exercise good judgment under pressure in a high-volume, fast-paced environment with frequent interruptions and conflict situations.
X		Demonstrated and excellent interpersonal, communication and organizational skills, with the ability to multi-task and pay attention to details.
	X	Bilingual in English and Spanish.
	X	Experience organizing business travel, conventions, corporate meetings, training, luncheons, weddings or other events and special occasions.

Other Job Factors

- No set schedule. Will have to work weekends, evenings and/or holidays, based on business necessity.

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Solicits and books programs which maximize revenue for rooms, food and beverage, meeting room rental, etc. Finalizes contracts with clients, meets individual and team booking goals, and consistently meets measurable objectives for sales growth.				
Travels and makes sales calls to promote facilities (e.g., appointments on the university campus, trips to trade shows, familiarization events). Coordinates and arranges site inspections for meeting planners and prospective clients.				
Generates business by completing outbound prospecting calls and cultivating leads while following up on all provided lead lists. Creates strong, collaborative partnerships with inside sales team property specialists that work to accomplish their goals. Consistently communicates with all teams to drive superior performance.				
Learns, understands and adapts to evolving hospitality trends, and manages database of leads to ensure processes run smoothly with rigorous follow-ups. Follows scripts to deliver value propositions and handle objections, thinking quickly and effectively communicating off-script when necessary.				
Works events (e.g., visiting with clients, manning and takedown of sales and customer service booths, greeting VIP guests). Generates brand awareness and positive impressions to increase sales, and follows up after events in a timely manner.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

 Print Employee Name

 Signature

 Date

 Print Manager Name

 Signature

 Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.