



USC University of Southern California

Sales Coordinator Job Description

JOB INFORMATION

<i>Job Code:</i>	143008
<i>Job Title:</i>	Sales Coordinator
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee student, temporary and/or resource workers.
<i>Job Family:</i>	Sales
<i>Job Family Group:</i>	Marketing and Events
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Performs various administrative duties for daily operation of sales department. Supports the sales team in attaining monthly/annual targets and assists management and clients with determination of business requirements. Coordinates communication with new and existing clients, external distributors, etc. Resolves inquires from clients and assists with ensuring customer satisfaction.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Bachelor's degree	
	X	Bachelor's degree	

Additional Education

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

Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		2 years	
	X	3 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

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Administrative experience in an office setting, hotel or convention center sales office.
X		Demonstrated attention to detail and excellence in customer service.
X		Demonstrated excellent organizational and communication skills and ability to multi-task.
	X	Special events, catering and/or sales experience.

Other Job Factors

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

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Performs various administrative duties and support for daily operation of sales department and manager. Coordinates event sales services and activities. Schedules meetings and events. Arranges with vendors for services, prepares agendas and correspondence, gathers and organizes supporting information, and oversees production and distribution of related materials. Performs and audits banquet checks and completes the billing process with finance department. Attends functions to ensure satisfactory outcome.				
Cultivates relationships with new customers and maintains working relationships with existing customers and books events as assigned.				
Responds to inquiries or requests for information regarding event space, rates, policies and procedures, etc. or refers to appropriate party, as needed. Screens and prioritizes incoming calls, determining what contact or action is required for satisfactory disposition.				
Maintains, updates and tracks event changes, scheduling of events, prospects etc. in information database(s).				
Coordinates production and distribution of informational materials. Provides input and ideas regarding marketing services for a variety of audiences. Conducts research on local market, competition, and customer needs for management reports. Tracks and provides effectiveness of various marketing campaigns.				
Prepares monthly, weekly or daily sales analysis, as needed. Gathers information regarding client needs and satisfaction with services performed.				
Assists in preparing sales proposals, agreements, reports, and presentations.				
Assists in budget preparation and administration. Researches costs. Tracks and monitors budget expenditures. Reports on variances. Ensures purchase orders, signed contracts, internal requisitions, etc. are processed 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.