



JOB INFORMATION

Job Code:	143003
Job Title:	Sales Manager
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Sales
Job Family Group:	Marketing and Events
Management Level:	5 Manager

JOB SUMMARY

Manages day-to-day sales and marketing operations for department. Markets, sells and coordinates guest room inventory and/or event space on behalf of the university. Researches market and performs market analyses to determine customer needs, sales volume potential, and pricing schedules that meet university and/or department goals and associated budget(s). Participates in developing business plan and strategies to meet department and sales goals. Establishes booking revenue goals and develops actions plans to penetrate new markets. Oversees the collective coordination of all event information and resources. Has responsibility for account management, sales prospecting and business development duties. Supervises subordinate staff.

JOB QUALIFICATIONS:

Education

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

Req	Pref	Work Experience	Experience Level
X		3 years	
	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		Hotel or convention center sales management and marketing experience required.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience organizing and managing events, such as individual business travel, conventions, corporate meetings, trainings, luncheons, weddings, and other special occasions.
X		Thorough knowledge of sales, marketing and business management. Knowledge of the principles, practices, concepts and methodology of sales and marketing. Demonstrated interpersonal, communication, and organizational skills.
	X	Certified Meeting Planner (CMP).

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Solicits and analyzes quotations for new or nonstandard items. Recommends or approves awarding of contracts or purchase orders. Oversees placement of purchase orders based on assigned authorization or signing limit. Researches and resolves problems with vendors and university departments to facilitate the purchasing process.				
Negotiates and contracts with vendors for a variety of goods and services related to events planning. Monitors delivery of goods and services to ensure contract terms are satisfied.				
Develops budgets and approves budget expenditures. Provides regular projections and reports for development and administration of budget. Monitors expense and labor costs to meet budget guidelines. Oversees administration and maintenance of accurate records.				
Oversees and manages event logistics for events at facility or guest room blocks. Sets clear expectations for event deliverables and due dates.				
Liaises with other events staff to ensure adequate staffing, space, facilities, food and beverage, and services are provided as requested by client(s). Builds and maintains working relationships with internal and external partners.				
Oversees and/or maintains automated systems used for sales and event management and purchasing functions such as inventory control, vendor contract information, pricing schedules, cost control and bid analysis. Maintains currency on latest products and trends by reading trade publications, attending seminars and trade shows, and developing and maintaining vendor contacts.				
Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of university's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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/

Campus Security Authority (CSA)

Essential:

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.