

# Sales consultant

Department: Michigan Sales office  
Grade/Level: Service Assistant  
Work Schedule: Varies

Reports To: Sales Supervisor  
Amount of Travel Required: No travel required  
Job: Performance based

## **POSITION SUMMARY**

Answer and make telephone calls and respond to e-mails in a friendly and efficient manner. Provide information about and assistance with event entry, discount programs, and hotel procedures to coaches and managers. Document phone and e-mail actions and communications. Follow proper confidentiality and safety procedures and standards.

## **DAILY RESPONSIBILITIES**

Place and answers calls daily to assist teams with questions or problems regarding events, age groupings, skill level of divisions, team placement.

Transfer escalating calls to supervisor as necessary.

E-mail and fax information to coaches and managers. Fills out requests for materials to be sent to customers. E-mail and/or fill out forms for co-worker follow-up.

Analyze statistics for business forecasting and build data bases.

Develop and execute innovative sales strategies.

Build and form new partnerships with potential clients.

Follow proper procedures and standards. Assist in other areas as necessary. Provide prompt and courteous customer service.

## **POSITION REQUIREMENTS**

Articulate information in a way that can be easily understood by employees and customers. Actively listen to fellow employees, coaches, and managers.

Exhibit a professional demeanor toward others. Unselfishly serve others and assist others in a prompt and effective manner while following company procedures.

Be able to identify problems, find solutions and make sound decisions that reflect Big Bear's Code of Ethics.

Be well-organized and able to prioritize, multi-task and adhere to deadlines while working efficiently and independently with minimal supervision.

Accept responsibility for his/her choices and decisions.

Cooperate well with a variety of personalities and individuals and participate in a professional manner to accomplish the business goal. Have the willingness to perform tasks assigned by supervisors and to assist others as needed.

Adjust positively to change in direction or assignment. Ability to do more than one task during a work shift and the willingness and ability to comply with new programs, methods, practices, and procedures.

**ABILITIES AND TALENTS RECOMMENDED FOR JOB SUCCESS**

Education: College Diploma or comparable work experience

Experience: Marketing, sales, customer service, or comparable experience

Computer Skills: Typing, 10-key (must pass test), and proficient knowledge of Microsoft Office (Outlook, Excel, Word), and Internet

Good communication skills and ability to build rapport with clients

Knowledge of the organizational aspects of the sport of hockey and / or other sports background  
Other Skills and Abilities: Proficiency in foreign language (optional)

Approval Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Approval: \_\_\_\_\_

Approval: \_\_\_\_\_

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.