

Senior Meeting Sales Specialist – Job Announcement

If you have a passion for making the world a better place and want to have a front row seat to the world stage, **USIP is the place for you.**

We are a nonpartisan institute chartered by Congress to tackle the world's toughest problems. Working in conflict zones around the world, our staff advise and support the military, government officials and community leaders – to promote knowledge and practices that prevent, mitigate and resolve violent conflict. To learn more about USIP programs and job openings go to <https://www.usip.org/about/careers>. The Institute is headquartered in Washington DC with staff working in 22 different countries, at any given time up to 20% of the staff could be deployed working in the field.

JOB BRIEF

The Senior Meeting Sales Specialist will serve as a lead for third-party, high priority Government events, and be responsible for planning, managing, and coordinating events with internal staff, including, but not limited to, panel discussions, seminars, conferences, receptions, lunches and dinners. These function in concert with scholarly, educational, publishing, public affairs and outreach activities of the other USIP units.

RESPONSIBILITIES

Meeting Planning:

- Coordinate and maintain knowledge of all conference operations, audio visual, food/beverage, guest requests, room set-ups, registration and check in procedures of all event spaces.
- Gain understanding of USIP's primary target client and service expectations; serve the client by understanding their business to offer tailored solutions both prior to, and during the program/event. Clients to include the USIP Development Office, Government and future third-party market segments.
- Create BEO's (Banquet Event Orders) for events and ensure costs are accurately reflected for billing reconciliation.
- Coordinate all meeting equipment and amenity needs with the appropriate departments.
- Ensure that all conference rooms are properly maintained and prepared prior to each meeting in accordance to the BEO and standard operating procedures.
- Identify and resolve problems in a timely and resourceful manner; gather and analyze information; and develop alternative solutions either independently or as part of a group.
- Execute and support the operational aspects of business bookings (e.g., generating proposals, writing contracts, managing customer correspondence).
- Follow up and submit third-party surveys.
- Interface with third parties to contract govt. services for repeat business opportunities.
- Manage the evaluation process of all events and recommend actions necessary to maintain or improve the quality and quantity of programs.
- Create Event Briefs for upcoming event requests for internal Senior Leadership approval.
- Anticipate and provide clients and staff with meeting room scheduling solutions to any conflicts in a positive and timely manner.

- Provide clients with support for any conference room needs while meetings are in progress.
- Create in-house communications including event signage, security notifications, logistical memos, parking requests and room closure announcements.
- Coordinate with the Conference, Meetings and Events Office and its calendar to ensure availability of space for tours, monitor security details, and/or internal program schedules.
- Answers and routes telephone calls, route mail and general e-mail to appropriate USIP staff.
- Use and improve on all standard customer service processes to deliver predictable results, on time, on quality and within Clients budget.
- Monitor the tracking of and generate Third-Party report for Management Services weekly distribution.
- Attend offsite trainings in Hospitality market for further growth and development.
- Earn Society of Government Meeting Planning (CGMP) certification.

Financial Accounting:

- Understand and control the costs of service and operational deliveries by researching calculations and all billing reconciliations effectively.
- Track and accept payments for third-party events for USIP Finance Department.
- Closeout and reconcile all final billing for assigned third party events.
- Generate quarterly and annual revenue reporting compilation for CME.
- Reconcile Season's Culinary weekly billing for USIP Finance Department for Director's final approval.

Operations:

- Effectively interface with internal operations teams to define event scope.
- Interface with all stakeholders from multiple external business units, understand their requirements, define solutions that meet the requirements and manage the onsite efforts that realize these solutions.
- Work with all stakeholders to develop detailed implementation plans for service delivery.
- Assist with identifying strategic communication opportunities, best-practice approaches and new customer service communications trends and tools.
- Successfully completes diverse tasks of the job applies and enhance knowledge and skill in both usual and unusual situations.
- Provide strategic and creative input to support USIP Operations and third-party initiatives and programs.
- Work with USIP staff members on all event arrangements and logistical planning and provide on-site staff support at meetings.
- Submit surveys after each event to measure departmental performance and results.
- Create event folders and submit work orders for events for filing and archiving systems.
- Generate market segment room revenue reports, custom market segment reports, pace pickup reports and charts.

Sales:

- Handle call volume and event inquiries. Respond to all incoming calls within 24-hours or the next business day.

- Assist existing and new bookings for future bookings from market segment and recognize opportunities to maximize revenue.
- Make 40+ calls per week to promote free-standing services and business.
- Submit each Friday at 5pm a weekly call plan, e-mail inquiry list and site visit brief for the next two weeks to include future events in process to assist the department sales effort.
- Schedule venue site tours for future bookings.
- Schedule client /vendor walkthroughs in preparation of upcoming events.
- Attend appropriate networking events for future contacts.
- Promptly follow-up on all client needs and inquiries in an efficient and expedient manner.
- Assist in the preparation of conference center information materials, e.g., maps, information packets, floor plans for clients.
- Interact with customers in a manner to ensure customer satisfaction. Greet customers courteously. Resolve customer complaints in a friendly and service oriented manner.
- Identify and escalate priority issues; route calls to appropriate resource; research required information using available resources.

Performs other duties as assigned.

QUALIFICATIONS

- College degree or equivalent experience required.
- Minimum 4 years of experience in a hotel, conference center or comparable environment required.
- Requires a minimum of 4 years of office/administrative experience, preferably in a customer service or hospitality industry environment.
- Previous experience in convention management and meeting planning with outstanding communication, organizational and time-management skills are required.
- Experience in dealing with an international customer base and extensive exposure and comprehension of international protocol is a plus.
- Advanced experience in Delphi Newmarket Inc. systems, Excel reports, typing and knowledge of Microsoft Office, to include: PowerPoint, Excel, Word, Outlook Mail & Schedule and the Internet. Market Vision experience a plus.
- Familiarity with and advanced knowledge of BEOs (Banquet Event Orders) and Banquet Checks.
- Must be able to work with internal staff, high-level officials, association members, and vendors.
- Cultivates a positive environment among team members; collaborates with team to meet deadlines.
- Detail-oriented with strong written and oral communication skills and proofreading skills.
- Self-motivated, highly organized and able to manage multiple tasks and rapidly changing priorities independently with the ability to meet project deadlines in a fast environment.
- Ability to effectively manage simultaneous assignments with minimal supervision.
- Punctual, dependable and dedicated to achieving operational excellence, down to the smallest of details.
- Positive outlook and willingness to assist others while maintaining own priorities.
- Ability to integrate quickly into a dynamic team environment.
- Exhibits a positive and involved team attitude across all departments and maintains open communications with all co-workers for the best overall performance of the department.
- Ability to develop and maintain confidentiality, tact and discretion while establishing good working relationships with people at all levels.

- *Physical Demands:* The work involves a combination of standing and walking responsibilities. It may involve some bending, or carrying of light items. Evening and weekend hours will apply.

All USIP contract and employee positions are contingent upon the favorable completion of a suitability background investigation.

Compensation is commensurate with qualifications and experience.

HOW TO APPLY

To be considered for this position, please submit a complete application package consisting of:

1. Completed employment application including titles, dates of hire and salary history.
2. Cover letter
3. Resume

For questions about this position please email recruitment@usip.org. **Do not send resumes or attachments to this email address.**

Only those applicants that are selected for further discussions will be contacted.

No Phone Calls. Interviews will be scheduled by appointment only.

USIP is an equal opportunity employer. It is the policy and practice of USIP to offer equal employment opportunities to all qualified applicants and employees without regard to race, color, age, religion, national origin, sex, marital status, disability, veteran status, sexual orientation, genetic information, HIV/AIDS status, political affiliations or belief, pregnancy, or any other characteristic protected by law.