

Facility Rental Sales Representative

Department: Facility Rental

- **Employment Type:** Full-time and part-time Opportunities, Non-Exempt (hourly positions)
 - **Benefits:** Available for full-time Opportunity
 - **Start Date:** Immediate
 - **Schedule:** Part-time 15-25 hours, full-time 36–40 hours per week based on seasonal needs. Periodic evening and weekend availability required to support after-hours and weekend appointments. Recurring Saturday office hours anticipated.
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- **General Summary:** Reporting to the Director of Facility Rental, responsible for generating sales for rental of Garden venues to host a wide variety of both private and corporate events such as weddings, receptions, business meetings, parties, luncheons, and more. Performs full cycle of sales activities including but not limited to timely response to inquiries, prospect appointments, contract completion, booked client support, communication of event requirements for effective staff execution of the event, and post-event follow-up. Responsible for driving client/guest loyalty by delivering service excellence throughout each client/guest experience. Effectively utilizes constituent database and other tools for event scheduling and management. Actively contributes to marketing and prospecting methodologies to insure achievement of rental sales revenue budgets. As a valued member of the Facility Rental team, works closely with other Garden staff and volunteers. Represents the Garden in a professional manner at all times supporting the overall standards and objectives of our organization.
- **Duties Include:** Proactive solicitation of rental sales opportunities for indoor and outdoor Garden venues; Works closely with potential clients to match their needs to the appropriate venue and services; Communicates in a timely professional manner with prospects and clients to provide support and manage expectations; Provides a high level of professional customer service, working with all clients to support management of events to be hosted at the Garden to include but not limited to point of inquiry, quoting rates, contract development, detailing of needs, audio visual requirements, communication of group requirements to host staff, billing activities and follow-up; Directly responsible for fully documenting the details of the client's event and effectively communicating those requirements to the appropriate staff and service providers; Achieves personal and team-related revenue goals while also insuring a standard of excellence in service and execution; Identifies ways to maximize revenue opportunities through package sales and other support services; Assists in maintaining departmental understanding of the current marketplace for rental venues and pricing; Builds and strengthens relationships with existing and new clients to enable future bookings; Develops relationships within the community and associated service providers to strengthen and expand the customer base for rental sales opportunities.
- **Experience:** Minimum of 2-years in client services sales, with strong preference for event-related sales in the hospitality, catering, attraction, or food & beverage industries. Background must demonstrate success in the full cycle of sales activities, client relationship development, utilization of professional communication tools, and achievement of revenue-generation action plans with measurable results.
- **Skills:** Demonstrated excellence in sales, customer service, negotiation, time management, problem solving and resourcefulness. Proficient computer skills including but not limited to Microsoft Word, PowerPoint, Excel, Outlook and utilization of a database program. Must be self-motivated and results-driven. Detail-oriented with

emphasis on highly skilled verbal and written communications, maintaining well-documented, accurate, organized and up-to-date records.

- **Education/Other Requirements:** High school diploma or GED.
- **Performance Requirements:** Demonstrated commitment to adherence to garden standards, policies and procedures; Sees jobs through completely; Significant emphasis on reliability, teamwork, communication and responsiveness to Garden guests and volunteers.