

## About

The Great Hall is a premier events destination in the heart of Toronto's West End. From the red brick façade to the smallest interior details it is a revitalized piece of living history that brings Victorian style into the 21st century across four distinctive venues.

We are looking for a high energy, sales management professional, with a strong work ethic, who is driven, and exudes a positive energy.

As Manager, Venue Sales, you should use your creativity and thorough knowledge of the industry, marketing and sales process to provide innovative ideas for business growth. Communication and management skills are also essential for this position.

The Manager, Venue Sales is responsible for achieving sales and profit targets as well as identifying and delivering new sales opportunities within his/her current customer base. Managing and building customer relationships at all levels will no doubt contribute to the success of this role.

The Manager, Venue Sales is a role model for work ethics, customer service, and is always leading by example. Fostering a "can-do" culture, and not accepting "no" for an answer, will lead to the success of the Manager, Venue Sales and the team.

### General Responsibilities:

- Manages the venue's reactive and proactive sales efforts.
- Responds to inquiries, including sales quotes and venue proposals.
- Implements a seamless turnover from sales to operations, including events planning, and back to sales while consistently delivering high level of service.
- Serves as the sales contact for customers; serves as the customer advocate; manages the effective resolution of guest issues.
- Supports internal and external stakeholders to ensure projects and sales support activities are completed to specifications and deadlines.
- Implements the brand's service strategy and applicable brand initiatives in all aspects of the sales process and focuses on building long-term, value-based customer relationships that enable achievement of the venue's sales objectives.
- Conduct sales reviews weekly/monthly within the venue and always know what is causing the specific results.
- Perform research and identify new potential customers and new market opportunities to increase venue's revenue. Create solutions to win new business.
- Develops and writes external communications.
- Asserts comprehensive knowledge and awareness of the event venue market and has a strong relationship with event planners, and promoters.
- Demonstrates high personal integrity, business ethics and takes every opportunity to promote the venue.

### Desired Qualifications:

- Post-secondary education in Sales, Marketing, Business or Hospitality.
- Minimum 3-5 years' experience in a similar role in the industry.
- Highly developed written and verbal communication skills to effectively negotiate, persuade, influence, and sell are critical.
- Possess strong sales, conflict resolution, people management and negotiation skills with solid customer service attitude.
- Proven prospecting and new business development abilities.
- Experience in all aspects of sales, including growth strategies and business development.
- Strong knowledge of sales principles, methods, practices, and techniques.

- Maintain a high level of professional standards including appearance, demeanor, ethics and image of self.
  - Maintain positive employee relations in a supportive, team-oriented environment.
  - Attention to detail and accuracy.
  - Excellent project management and organizational skills with the ability to manage a variable work load, ensuring timely and accurate completion.
  - Ability to meet deadlines and demonstrate a sense of urgency.
  - Analytical skills with a problem-solving attitude.
  - Poise, presence, and the ability to handle volume with grace.
  - The ability to dedicate the hours to be successful.
  - Proficiency in Event Management Software and all Microsoft Office applications.
- Note: Other duties as assigned by the venue management

We provide a compensation package that is comprised of a competitive salary and bonus.

We are an Equal Opportunity Employer that does not discriminate on the basis of race, color, religion, sex, national origin, ancestry, marital status, age, sexual orientation or disability or any other classifications protected by provincial and federal laws.

We thank all applicants for their interest in The Great Hall; however, only suitable candidates will be contacted to continue the application process.

Job Type: Full-time, Permanent