



456 King Street
Charleston, South Carolina 29403
WWW.PPHGCHARLESTON.COM
843.853.1810

COMPANY PROFILE

Since 1997, Patrick Properties has been restoring and preserving historic Charleston properties, including Parcel 32, The American Theater, The William Aiken House, Lowndes Grove, and the River House of Lowndes Grove. While we were at it, we crafted a tradition of warm, inviting hospitality that ensures our guests feel welcome, well cared for and ever ready to come back for more. With each event we host, our focus is the oversight of our venues as well as the upscale food and beverage service we provide within them, requiring a keen eye for detail and the highest standard of customer service.

JOB DESCRIPTION

Position: Sales Office Coordinator
Status: Full Time / Hourly
Reports To: Director of Sales

POSITION OVERVIEW

The Sales Office Coordinator will support all aspects of the sales department to include administrative and office support, as well as providing direct sales support to the Sales Associates and Sales Managers. The Sales Office Coordinator represents the company to our clients and business partners, and is expected to maintain the highest level of professionalism and customer service at all time.

RESPONSIBILITIES:

- **PROPERTY OPENING / CLOSING:** Provide morning “show ready” preparation of properties and maintain afternoon property closing procedures for the William Aiken House and American Theater properties
- **PHONE SUPPORT:** Is the first contact for answering all incoming phone calls for PPHG
 - Gather essential event information to best filter and qualify leads
 - Understand and effectively communicate the amenities, distinctions and highlights particular to each property
 - Communicate venue specific availability
- **PAYMENTS:** Is the main point of contact for clients with processing all payments for PPHG
 - Maintain organizational structure of payments calendar from start to finish
 - Provide communication with the Accounting Department
 - Processing and answering questions regarding all payments and sending along receipts
- **OFFICE SUPPORT:** Is the liaison for all sales office needs
 - Maintain Outlook calendar; update tasting and event calendar appointments to reflect final details
 - Manage and order all office supplies for all PPHG departments
 - Generate monthly queries, prospect new business, and track lost opportunities
 - Assist with venue contract process with Sales Managers and Sales Associates
 - Working in tandem with Sales Associates and Managers on inquiry database system
 - Take weekly Sales Meeting minutes
 - Assist in training seasonal sales interns, based on immediate needs



456 King Street
Charleston, South Carolina 29403
WWW.PPHGCHARLESTON.COM
843.853.1810

- **PORTRAITS:** Schedule and confirm bridal portraits and engagement sessions along with assigning scheduled management coverage
- **MARQUEE RENTALS:** Arrange and coordinate rental of the American Theater marquee
- Notifying team of industry and education training events along with scheduling participation
- Maintaining up to date market research, industry contacts, and coordinator updates
- Participate and attend industry and networking events when deemed necessary

REQUIRED SKILLS / EXPECTATIONS:

- Ability to follow Patrick Properties Hospitality Group standards, policies and procedures
- Excellent verbal and written communication skills including phone and email correspondence
- Ability to be a clear thinker, analyze and resolve problems exercising good judgment
- Proficient in Microsoft Office
- Ability to prioritize and organize work assignments
- Detail oriented with thorough task completion
- Forward thinking with focus on creation of streamlining processes
- Demonstrate initiative and anticipate office and client needs
- Willingness to adapt as needed in a fast paced office environment
- Ability to work in collaborative environment as well as without direct supervision
- Ability to work cooperatively and professionally with other departments
- Awareness that you are a representation of PPHG at all times
- Must possess mature, professional demeanor to interact with co-workers, coordinators and clients
- Ability to employ practices such as empathy, understanding and passion for those in the workplace and community
- Must hold confidentiality between client and PPHG staff to the highest standard

THIS DOCUMENT IN NO WAY CONSTITUTES AN EMPLOYMENT CONTRACT. THIS OUTLINE INCLUDES BUT IS NOT LIMITED TO THE RESPONSIBILITIES OF THE SALES OFFICE ADMINISTRATIVE ASSISTANT POSITION.

Accepted and Agreed,

Sales Office Coordinator

Date

Director of Sales

Date