

## Job description

South Coast Botanic Garden, an 87-acre urban oasis in Palos Verdes, CA, is at a tipping point toward significant success, with the recent unveiling of a stunning new \$4 million Rose Garden, a show-stopping 400 square foot Living Wall, and the arrival of Hide and Seek, a long-term exhibition of eight remarkable large-scale works of fine art sculpture. There is even more excitement to come, with a long-range Vision Plan that will reimagine the entire guest experience, including the creation of a 3.5 acre Children's Garden and a 17-acre Water Garden to be unveiled in the coming years. There's never been a better time to join this dynamic team.

### **POSITION TITLE:**

Sales Associate

### **REPORTING RELATIONSHIP:**

Reports to Manager, Special Events and Filming

### **JOB SUMMARY:**

The Sales Associate will work with the Manager of Events and Filming to respond to sales inquiries, book site visits, and organize sales channels to maximize facility rental revenue. The primary goal of this position is to meet departmental sales goals. The candidate should have a passion for special events and entertainment management, provide outstanding customer service, be an enthusiastic professional, develop an understanding of the company, and be able to build relationships with internal team members and external customers.

The Sales Associate provides excellence in customer service by maintaining all client inquiries and following each to completion. The Sales Associate will track all current and prospective clients with the use of our organization database and other tools. The Sales Associate will process timely and accurate billing to ensure revenue goals are met. Occasionally the Sales Associate will support event production activities.

The Sales Associate will have relevant experience, professionally take charge of the tasks, and have the ability to manage administration and logistics in a busy, year-round, special events environment. Strong organizational skills, exceptional attention to detail, and a high aptitude for customer service are required. The candidate must be able to make decisions under pressure, solve problems, anticipate project needs, discern work priorities, and meet deadlines with little supervision.

### **RESPONSIBILITIES:**

- Field inquiries for venue rentals – provide general information, available dates, pricing, and booking site visits with manager and self.
- Book inquiries for Photo Passes.
- Coordinate appointments and schedule tours of the Garden venues available for special events.

- Maintain the special events calendar.
- Prepare and maintain contracts and collect payments.
- Maintain event files and client lists.
- Submit requests for contract updates.
- Maintain database.
- Assist in the creation and execution of work orders.
- Communicate with clients regarding paperwork deadlines and payments.
- Create signage for Visitor Services and within Garden as needed.
- Provide site coordinator/monitor services on day of events.
- Coordinate with vendors.
- Process invoices and Damage Deposit refunds.
- Coordinate with other departments as needed.
- Site Monitor as needed.

### **REQUIREMENTS:**

- Self-motivated, organized, detail-oriented, and adaptable.
- Ability to meet deadlines; manage multiple events, projects, and tasks simultaneously; prioritize duties; and work independently as well as part of a team.
- Excellent communication skills, including writing, proofreading skills, and speaking.
- Excellent interpersonal skills both in person and by phone, with high level of professionalism.
- Strong customer service ethic and high expectations for quality service delivery.
- Ability to work in a fast-paced environment and remain flexible, professional, client-focused, and positive.
- Possesses social networking skills to connect with outside organizations directly related to the industry.
- Ability to work outdoors in inclement weather including cold, rain, heat, and nighttime.
- Ability to lift 20 lbs.

### **QUALIFICATIONS:**

- Bachelor's degree in Hospitality preferred or significant relevant work experience.
- Minimum 1-2 years Special Events experience.
- Minimum 1-2 years of experience with office administrative management.
- Respect for a diversity of cultures.
- Proficient use of the latest versions of Microsoft Word, Excel, PowerPoint, and mail merges; email and web searches.
- Familiarity with CAD layouts.
- High level of comfort with various types of technology and the ability to learn new software and devices.
- Basic mathematical skills.
- Basic understanding of legal contract language.

Position is full-time, non-exempt. Must be available weekdays, some weekday evenings, some holidays, and most weekends. Please submit your cover letter and resume to apply.

Job Type: Full-time

Salary: From \$39,000.00 per year

Benefits:

- 401(k)
- Dental insurance
- Health insurance
- Paid time off
- Vision insurance

Work Location: In person