

Job description : Sales Admin Assistant

Based either at our office in Clerkenwell, London or in Massy (Paris area in France) and reporting to the European Sales Administration Manager, this role forms part of a small but growing team that is energetic and entrepreneurial. The scope of the role includes the following:

The Sales Admin Assistant, will be responsible for the smooth running of the Sales Administration function. Supports sales team members to ensure that they can be effective in their roles. Ensures that duties are carried out in an effective and professional manner. Provides direct administrative support to the Sales team in a professional manner that conveys a commitment to internal and external customer service. The successful candidate will be adaptable and flexible to ensure that the needs and requirements of the sales team are addressed in a proactive fashion.

RFP management and departmental support

- Manage incoming correspondence via e-mail and phone by correctly prioritizing and/or distributing correspondence to the appropriate member of the department.
- Some liaison with external suppliers.
- Attend team meetings as required to address team requirements.
- Project manage sales initiatives and sales promotions providing analytical reports to the line manager.
- Responsible for meeting deadlines for submitting RFPs and loading rates into the GDS.
- Solicit all published and negotiated rates from hotels on an annual and ad-hoc basis as required using the Lanyon tool as well as other external procurement systems where required. - - Point of contact for UK, German, French, Italian franchisees (depending on language skills), liaising and supporting the hotels in submission of rates, ad-hoc training if necessary. Responsible for all enquiries or issues received by e-mail or telephone.
- Liaison with European and US offices to secure RFI & RFP information for requests outside the UK.
- Ensure all rates are correctly loaded and troubleshoot and rectify errors.
- Follow up on clients' audits.
- Responsible for internal liaison with DCM department, updating internal customers on rate codes and coordinating solutions for GDS rate loadings.

SKILLS, EDUCATIONAL BACKGROUND AND EXPERIENCE

Education/Experience

ÉDegree or equivalent work experience;

ÉOne to two years related experience and/or training; or equivalent combination of education and experience ó hotel industry experience desirable.

Knowledge

ÉProficient in a Windows environment and with Microsoft Office software applications such as Word, Excel, Outlook and PowerPoint.

ÉKnowledge of the Lanyon platform highly desirable.

ÉKnowledge of corporate hotel programme management and procurement.

Skills

ÉEffective organizational skills.

ÉEffective verbal, written, and listening communication skills.

ÉEffective problem-solving skills.

Abilities

ÉAbility to demonstrate a strong customer-service orientation.

ÉAble to make sound decisions.

ÉAbility to work both independently and collaboratively.

ÉAbility to learn and adapt to change.

ÉAbility to manage multiple projects simultaneously and work in high-pressure situations.

ÉAbility to demonstrate a professional telephone manner.

ÉAbility to interface well with a wide variety of employees providing a high level of customer support.

ÉEnglish language fluency essential.

ÉGerman or French language fluency highly desirable.

□ Contact

Envoyez votre candidature (CV + lettre de motivation) par mail à l'attention de : Louisa Dos Santos / ldossantos@choicehotels.fr