

## AMResorts Job Description Inside Sales Representative

Department:	Sales
Location:	Newtown Square
Job Title:	Inside Sales Representative
Reports To:	Sales Support Manager
FSLA Status:	Exempt

### Essential Duties/Responsibilities:

Support the AMResorts BDM's managing and responding to and the Travel Agents day to day email and phone inquiries and requests.

- Support Sales Support Manager with assigned and ad hoc projects
- Support BDM's and their travel agency account base, maintain a monthly call and email tracking via GEM's
- Respond to and manage queries from travel agents and TTOO's, ensure follow-up and resolution is provided within 24 hours via phone or email
- Assist BDM's with educating their travel agents on resources available on [www.AMRAgents.com](http://www.AMRAgents.com), promote MA and AMRewards
- Coordinate, in conjunction with the BDM's, respective BDM site experience's, ensure fam surveys are distributed collected and compiled for the BDM and resort sales team within 2 weeks of fam close
- Work closely with the BDM's and events Sales Support Manager coordinating POM initiatives, top account and local VIP events
- Participate in POM calls with respective BDM's and marketing teams.
- Maintain and provide monthly sales budget updates for respective BDM's, 1<sup>st</sup> each month. Report any discrepancies to the Sales Support Manager.
- Support BDM's in ordering collateral and giveaways for events in conjunction with Sales Promotion and Fulfillment Specialist
- Participate in BDM's FAM's as directed, take photos, and provide to Events Manger and Sales Support Manager.
- Participate in local tradeshows, on an ad-hoc basis, ensuring maximized exposure for AMResorts as needed
- Issue and track BDM stay certs for each respective BDM, maintain and provide updated stay logs to Sales Support Manager monthly
- Co-manage with the ISR team, sales info box and commission box, respond to inquiries the same day via GEMS
- Willingness to assist all sales teammates
- Provide Qtly Sales process updates to the Sales Support Manager for SMART manual review
- Proactively call your respective BDM's top 5 accounts each week, build rapport with the key travel agency office manager and or owner
- Proactively participate in weekly team meetings

- Collect BDM credit card documents, review and provide to Sales Support Manager for approval
- Consolidate BDM weekly highlights for assigned BDM's and provide to Carol Ann every Tuesday at 12 noon.
- Co-manage taking, compiling and communicating weekly sales team call notes to be communicated no later than end of day each Monday, following the team call.
- Communicate AMRagents.com and MA challenges to the Sales Support Manager and TA marketing coordinator
- Liaison with marketing and track BDM co-op marketing requests for respective BDM
- Graduate travel agents that attend respective BDM master agent workshops classes and provide an update to the respective BDM's
- Perform ad hoc duties as required
- Hours 10am – 6:30pm

#### Required Skills:

- Highly flexible
- Highly organized
- Strong time Management skills
- Willing to learn and take on new challenges
- Strong listener
- Team player
- Ability to multi task
- Analytical and detail oriented
- Strong verbal and written skills
- Ability to travel required
- Strong outlook, word and excel skills
- Hospitality / travel industry experience preferred
- College degree required
- Ability to work under pressure
- Ability to prioritize work based on deadlines
- Microsoft office suite and outlook experience
- Excel and PowerPoint skills a plus
- Spanish and/or French speaking a plus, but not required

Apply through our link: [www.amresorts.com/about/career](http://www.amresorts.com/about/career) or email resumes to Shari Kourahanis at [skourahanis@AMResorts.com](mailto:skourahanis@AMResorts.com)