



# PENDLE HILL

A QUAKER STUDY, RETREAT & CONFERENCE CENTER

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**AUGUST 2016**

**POSITION: Conference Sales Coordinator**

**REPORTS TO: Director of Operations**

**GENERAL SUMMARY:** Pendle Hill's Conference Sales Coordinator (CSC) has the responsibility to respond to inquiries for meeting and retreat space and group overnight guest accommodations. Along with the Guest Services Manager and Dining Services Manager, the CSC ensures excellent event coordination including room assignment, room setup, A/V needs, meal counts, and dietary preferences. These groups include other Quaker groups, groups from many other faith traditions, and various academic and nonprofit organizations. The CSC oversees use of space at Pendle Hill and is a key position for cooperation across departments. The conference booking process includes all aspects of meeting coordination from initial contact through invoicing and collection. Working closely with the Director of Operations, the Conference Sales Coordinator monitors, meets, and achieves annual budget goals.

The CSC has full knowledge of the conference and retreat center facilities. Based on facilitator needs, the CSC will recommend meeting spaces and room configurations that will optimize available spaces. This person brings excellent sales and event planning skills, and organized attention to detail, obtaining all information needed to provide the highest quality customer service. The CSC understands our conference event operations and coordinates the group needs with other departments to ensure customer satisfaction and effective internal communications. This person represents Pendle Hill in a professional and thoughtful manner during all interactions (phone, email and on campus). The CSC participates in cross-training within the entire operations department (dining, registration, and all guest services teams).

## **DUTIES AND RESPONSIBILITIES:**

### **Sales**

1. Respond to inquiries about possible conference events in a timely fashion.
2. Negotiate sales agreements for conference services utilizing strong negotiating skills.
3. Prioritize and organize contact with clients, including follow-up with current clients to ensure there is a mutual understanding of expectations and a thorough communication of relevant Pendle Hill policies concerning facilities, dining services and of their event in general.

4. Maintain knowledge of facilities (bedrooms, dining rooms, meeting rooms, etc.), dimensions and capacities of meeting room set-ups, as well as the possibilities and limitations of operational departments to meet client needs.
5. Delegate some hours of conference sales administrative and clerical work to the Registration Associate. Provide feedback regarding this work to the Guest Services Manager.

### **Outreach**

1. Generate new business by sourcing sales leads and outreach opportunities, including working with other staff to develop plans for recruiting Quaker and other faith groups.
2. Build strategic relationships with clients including engaging, networking and relationship building with customers while they are on site.
3. Monitor occasional group orientations with the Guest Services Manager and with the Director of Operations. Inform the Executive Director of noteworthy incoming groups.

### **Customer Service and Interdepartmental Coordination**

1. Propose solutions to the challenges that arise while groups are on site, working with the Guest Services Manager for prompt corrective action.
2. Understand the need to have high client evaluation scores, and implement effective methods to exceed client satisfaction.
3. Build relationships with colleagues to ensure effective and optimal customer service.
4. Determine, along with the Director of Operations and Guest Service Manager, pricing rates both for individual and group stays.
5. Coordinate use of space for conference services with the Education Coordinator and the Guest Service Manager, to optimize occupancy for all constituencies. In consultation with the Director of Operations and with the Director of Education, make final decisions regarding space assignments.
6. Coordinate conference event information for weekly event-planning meetings, including information for signs, room set ups, dietary needs, allergies, housing assignments, and the agenda of a group's activities.

### **Budgeting and Financial Management**

1. Prepare sales orders, invoices; monitor and manage collections.
2. Participate in budget managers' meetings. Understand the annual budget process and provide input into the Conference Services budget.
3. Prepare monthly forecast of year-end Conference Services gross income.

### **REQUIRED QUALIFICATIONS INCLUDE:**

1. Authentic customer focus: enthusiastic about customer service.
2. Inquisitive nature: love having conversations with clients and understanding their challenges.

3. Strategic sales ability: know how to build value in the sales process (previous experience preferred).
4. Persuasive: skill at overcoming objections.
5. Networking ability: developing and nurturing loyal long-term relationships.
6. Teamwork: working with and contributing positively to a team environment.
7. Trainable attitude: being interested in learning new techniques.
8. Results oriented: striving to make and overachieve targets. Attention to detail and accuracy.
9. Experience in Microsoft Word, Excel, and QuickBooks, and aptitude to learn new software.
10. Excellent organizational and administrative skills.
11. Excellent oral communication skills, including skillful telephone presence.
12. Ability to set goals and achieve them, and to track, document, and share results with team members.

**DESIRED QUALIFICATIONS INCLUDE:**

1. Previous experience in conference sales and events planning environment.

**WORKING ENVIRONMENT:** Pendle Hill is a Quaker study, retreat, and conference center that offers programs to people of all faiths and backgrounds. Pendle Hill offers residential, commuter, and online study programs, weekend workshops and retreats, conferences, scholarship opportunities, publications, bookstore, and rental space on our beautiful 25-acre campus. Pendle Hill is a fragrance-free, pet-free community.

**EXPECTATIONS OF ALL PENDLE HILL EMPLOYEES:**

1. A welcoming attitude and willingness to provide hospitality for members of, and visitors to, the Pendle Hill community. Openness to a wide range of spiritual beliefs and experiences.
2. Familiarity with Quaker faith and practices, and/or a willingness to gain and deepen such knowledge.
3. Appreciation for the role of Quakerism in the mission of Pendle Hill. Please see our mission, vision, and value statements as part of familiarizing yourself with Pendle Hill.

**TIME EXPECTATIONS:** This is a full-time position. Occasional evening or weekend work may be required.

Full-time staff at Pendle Hill spend a few work hours each week contributing to the community through meal time, housekeeping, or grounds and maintenance work.

**COMPENSATION AND BENEFITS:** Compensation includes cash salary and benefits including medical and dental insurance, retirement, generous paid vacation and holidays, and the opportunity to take Pendle Hill courses for free. Compensation may also include on-campus residence and board (depending on the availability of housing, at Pendle Hill's discretion).

The opportunity to obtain a Swarthmore College ID card, which will enable you to access the Swarthmore library and recreational facilities.

Thanks to a partnership with FGC, employees receive a 20 percent discount at the *QuakerBooks* bookstore at Pendle Hill.

**NONDISCRIMINATION POLICY:** Pendle Hill appoints individuals without discrimination on the basis of color, ethnicity, race, sexual orientation, gender identity or expression, pregnancy, age, national origin, ancestry, disability, marital status, domestic partnership or civil union status, religious affiliation, or any other category protected by law. Pendle Hill recognizes that a number of these categories are social constructs, not rooted in science. The aim is to be inclusive and affirming.

**BACKGROUND CHECKS:**

Pendle Hill will conduct a background check for all candidates prior to hire.

**INTERESTED?** Please submit a current resume; contact information for three references, two of which are people who have supervised your work (we will not contact your references without checking with you first); and a cover letter describing your qualifications, including how you heard about the position (resumes received without a cover letter will not be considered), to Martie McBreen at Pendle Hill, 338 Plush Mill Road, Wallingford, PA 19086 or [mmcbreen@pendlehill.org](mailto:mmcbreen@pendlehill.org). Please put **Conference Services Coordinator** and your last name in the email subject line.

Review of applicants will begin on September 3rd and continue until the position is filled, with an anticipated start date of October 3rd.