

CONSERVANCY

FOR CUYAHOGA VALLEY NATIONAL PARK

1403 West Hines Hill Rd., Peninsula, Ohio 44264 | 330-657-2909 | www.conservancyforcvnp.org

Position Announcement **Sales Manager**

February 2, 2022

Who we are:

The Conservancy for Cuyahoga Valley National Park is the official friends group and philanthropic partner for Cuyahoga Valley National Park (CVNP). With a mission to enrich people's lives and enhance our region by inspiring use, preservation and support of Cuyahoga Valley National Park, the Conservancy offers cultural and educational programming, co-manages the park's volunteer program, provides venues for weddings, meetings and special events, and operates park retail spaces.

We are committed to equity and justice in our organizational practices. We embrace diversity and practice inclusion internally and externally, assuring that all people are welcome in the park, in employment, in volunteerism and in Conservancy programs. We strive to provide a welcoming, collaborative, fun, and meaningful work environment and are committed to the health and well-being of our employees.

The opportunity:

Take your career to the next level as Sales Manager for the Conservancy for Cuyahoga Valley National Park's award-winning event venues. If you have been honing your skills and are ready to put them to work for a mission, the Conservancy is looking for you to join a team of people who are passionate about caring for our customers, our National Park, and our planet. You will be responsible for all aspects of event sales at Happy Days Lodge, Hines Hill Campus, and Stanford House, all located in the heart of Cuyahoga Valley National Park. Come work for a dynamic organization who gives you a platform to do amazing things – we'd love to meet you!

Position Description, Essential Duties (other duties as assigned):

What you'll do:

- Prospect and qualify new sales leads.
- Schedule tours and meetings with prospective clients.
- Create, plan, and deliver presentations on the Conservancy's Extraordinary Spaces.
- Complete sales resulting in confirmed reservations, revenue for which meets or exceeds budgeted targets.
- Ensure a streamlined booking process and timely communication for all reservations, including collecting and entering information for event portals via Tripleseat, ensuring the accuracy of reservations, and tracking contracts and payments.
- Work with Senior Operations Manager to accurately represent Conservancy policies and procedures during sales presentations and ensure a seamless transition from sales to customer service for all clients.
- Maintain positive business relationships to ensure future sales.
- Work with Conservancy Marketing Department to create marketing campaigns for the Conservancy's Extraordinary Spaces.
- Plan and host open houses and other on-site sales events to promote bookings.
- Keep Director informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly analyses.

- Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and participating in professional societies.
- Positively communicate Conservancy and National Park Service (NPS) mission resulting in increased good will and awareness for the park.
- Employee must be able to satisfactorily perform the essential duties/functions as outlined in the position's job description.

Minimum Qualifications:

What we're looking for:

- Bachelor's degree in a related field required or 3+ years of experience in a sales position.
- Ability to effectively present information to customers, staff and upper management.
- Ability to respond to common inquiries from customers, staff, visitors and other members of the community.
- Knowledge of various computer software and hardware. Must be familiar with scheduling software as well as word processing, Excel, e-mail, and Internet software. Fluency in Tripleseat or a similar event management platform preferred.
- Ability to write clearly and coherently in correspondence and to effectively communicate verbally over the telephone and in person in the English language.
- Ability to work in a team environment as well as operate independently.
- Ability to collect and manage data and to read, analyze, and interpret policies and procedures.
- As Sales Manager, you will be sitting occasionally; using a keyboard frequently; and standing, walking, reaching, hearing, and talking very often. Must occasionally lift or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust focus. The noise level in the work environment is usually quiet to noisy.
- Reliable transportation is required. Must have a valid driver's license, evidence of insurability, and must be able to frequently travel throughout the park.
- All employees of the Conservancy for Cuyahoga Valley National Park are required to submit to a background check and/or fingerprint check prior to employment. Background checks may be subject to repeat every five (5) years. Employees of who will be working around children must be fingerprinted for criminal record check for the state of Ohio and/or an FBI, and fingerprint checks are repeated every five (5) years.
- Every Conservancy employee must understand and value racial equity as an organizational operating principle and be committed to continued learning on issues related to race, equity, diversity, and inclusion.

Status/Pay/Benefits: Full-Time, non-exempt, 17.31 hourly rate plus uncapped commission. Excellent benefits package including medical, dental and vision coverage, a fully vested 403(b) retirement plan, and generous leave time.

To Apply: Send cover letter and resume to apply@forcvnp.org, with the subject line reading Sales Manager. This is an immediate opening and posting closes when position is filled.

The Conservancy provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, military obligations, or veteran status.