

Job Title: Business Development Team Coordinator			Region Europe
Dept. Business Development			Written By Dennis Spitra
Date Created September 18 th 2017	Review Date	Reviewed By	
Position in Organisation <ul style="list-style-type: none"> • Reports To: Head of Business Development, Hotels • Directly Supervises: None • Indirectly Supervises: None 			
Main Purpose of Job <p>To provide support to the Business Development, Hotels team in London in multiple areas including administration, billing, marketing, presentation preparation, and prospecting. Provide cover and support for the STR business development team as workload dictates.</p> <p>To be support the Head of Business Development in Sales Operations and providing the tools necessary for the BD team members to perform their duties efficiently.</p> <p>To ensure that customer satisfaction and loyalty is consistently outstanding, providing the service levels and professionalism that is expected of STR.</p>			

Key Responsibilities and Accountabilities

1.1 Assist the Business Development team with growth and development towards better performance and more pronounced revenue making.
<ul style="list-style-type: none"> • Support the In-Market and Business Development Managers with lead generation and initial RFP responses (e.g. sending out initial information material) as per the wider Business Development plan. • Manage complex billing processes where needed. • Liaise with business development team and other internal stakeholders to develop business plans for the department. • Conduct after sales follow ups with clients as necessary. • Assist the team with high level trainings and product demos to clients. • Liaise with Business Development colleagues to provide feedback and updates on clients where there needs to be more proactive management, or sales approaches. • Support the Account Management and Business Development Team in the onboarding process of new clients. • Collect and share industry and market intelligence among members of staff and management • Monitor and organize records of report samples and enrollment forms. • Govern Salesforce data input and ensure STR operating procedures are followed. • Support the team with adding and keeping Salesforce records up to date. • Provide accurate reporting of the team's sales activities and successes using Salesforce.
1.2 Assist the Business Development team with Marketing
<ul style="list-style-type: none"> • Liaising with the marketing department, take the lead on the production of the newsletters and other client communications. • In conjunction with the team, assist in creating content and design as required for mailings, conferences and exhibitions etc. • Create targeted mailing lists for promotional and sales email communications. • Prepare presentations for the Business Development team as required, continually trying to evolve the presentation slides to enhance

This job description is full but not exhaustive and the job holder will be required to undertake other activities as reasonably required by the Company

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audience engagement and understanding.

- Manage annual events, road shows and conference attendance in conjunction with the marketing team
- Assisting with administrative tasks as required.
- Manage issues like print materials for advertisement and website contents
- Edit and update all materials focusing on business development, intranet and brochures.
- Liaise with other staff members; execute, organize, and plan various activities of the organization, like client events, webinars, and conference attendance.

1.3 Work on internal Projects

- Actively participate in internal STR projects from the business development perspective. Project include Salesforce Sales & Service Cloud, New Product Suites and enhancements, on-boarding and billing processes.

1.4 Commit to being an active member of the team and to on-going personnel and professional development

- Keep up to date with market developments in the industry
- Attend training and actively seek to continually enhance understanding of STR's products and value proposition
- Attend marketing events, team meetings, kick off meetings and functions as required
- Adhere to all STR processes and policies and maintain customer confidentiality
- Ensure STR brand and corporate values are evident to the customer at all times
- Understand and adhere to the STR's vision and our values

Core Competencies

Competency	Knowledge
Industry Knowledge	Knowledge and understanding fundamentals of the global hospitality industry. Basic knowledge and understanding of the various types of clients and their requirements for data.
Technical Expertise	Computer literate, experience of working with MS Office (Outlook, Excel, PowerPoint) and Salesforce is essential. Highly numerate with an eye for detail and a strong desire for accuracy. Outstanding PowerPoint presentation skills.
Customer Focus	Ability to work with clients, partners, and STR personnel at all levels from C-level downwards establishing credibility and building trusted status. Providing excellent customer service in challenging situations while maintaining STR standards.
People Skills	Able to work with internal and external clients. Able to interact effectively with people at all levels of an organisation including hotel executives and their staff.
Adaptability	Capable of dealing with urgent internal and/or external requests while maintaining the turnaround times for other projects. Able to quickly change focus area from region to region.

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Delivers Results	Able to prioritise and deliver accurate results. Completing all documentation accurately and thoroughly.
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Specific Job Competencies

Competency	Expectation
Prioritisation	Ability to prioritise workload and deliver timely, professional responses within set timeframes.
Escalations	Ability to resolve project-related escalations from customers during solution lifecycle.
Communication	Excellent communication skills (both orally and in writing), being able to manage expectations of both internal and external stakeholders. Involving team members as necessary and communicating clearly with them.
Organisation	High level of organizational skills and ability to juggle several high and low priority tasks at the same time. Demonstrate high level of attention to detail

Job Context

Context	Description
Office Based	Role will be based in the London office.