

<b>Job Title:</b>	Account Specialist	<b>Grade:</b>	I
<b>Department:</b>	Harris Conference Center	<b>FLSA:</b>	Non-Exempt

*The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.*

**General Function:**

Performs a variety of standard to moderately complex administrative and account servicing tasks to provide support to the Executive Director and other personnel concerning the operations of the Harris Conference Center (HCC) and its clients.

**Characteristic Duties and Responsibilities:**

1. Develops new prospects and clients for the HCC through research and solicitation; qualifies leads and generates interests with clients for services available at HCC.
2. Provides administrative and clerical support to the Executive Director, Associate Director and Account Executive.
3. Coordinates and supports projects and functions relating to sales and marketing of services for the HCC.
4. Conducts tours of the facilities for prospects and clients as needed.
5. Maintains contact with pending groups and prospects; updates status in the database accordingly.
6. Appropriately corresponds with prospects and clients; resolves issues with clients satisfactorily or engages an administrator to assist if issues cannot be resolved.
7. Enters information in the client database and updates as needed.
8. Performs post-event follow-up and evaluation on a timely basis; makes recommendations for improvement based on clients' feedback.
9. Performs other duties as assigned.

**Reporting Relationships:**

**Direction Received:** Reports to Executive Director, Harris Conference Center

**Direction Given:** Responsible for directing and monitoring the work of student and/or temporary workers.

**Minimum Requirements:**

High school diploma or G.E.D. , knowledge obtained through business technical or vocational training leading to a college certificate or diploma, 2 years of experience supporting a sales/marketing function in hospitality or meetings industry; experience with industry specific software relating to space and contact management (i.e. Delphi, EMS, Ungerbach)

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**Knowledge, Skills, Abilities and Worker Characteristics:**

Knowledge of standard office procedures and equipment  
Knowledge of computer, Microsoft Office and industry-specific applications  
Ability to perform research on prospects and make solicitation  
Excellent organizational skills  
Strong customer service and communication skills

**Working Conditions:**

Typical office environment; infrequently lifting and carrying items up to 15 lbs. and up to 30 lbs. with assistance or appropriate tools; infrequently twisting or bending at the waist or reaching overhead; infrequently pushing items and standing or walking; infrequently traveling between buildings on campus or to other campuses; frequently listening to and talking with clients and colleagues either in person or by telephone; frequently sitting at a desk or workstation using a computer display, keyboard, and mouse; evening and weekend work hours