Choose Chicago is the official sales and marketing organization responsible for promoting Chicago as a global visitor destination to business and leisure travelers.

POSITION SUMMARY

The Associate Vice President (AVP) of Strategic Accounts & Sales Administration, is responsible for total account management of Chicago’s large-scale, legacy events. In addition, the AVP is responsible for leading the sales administration efforts and working alongside the Vice Presidents of Sales to execute the sales strategy and achieve organizational goals.

This leadership position will represent the organization nationally and locally while managing a team. The primary responsibilities are to position the destination as one of the premier meeting locations in the United States and increase group business during need periods. Working alongside fellow Vice President of Sales, this leadership position will evaluate processes, programs, and sales activities, to ensure all goals and objectives are achieved effectively.

We are looking for a high-level sales executive with a passion for sales leadership, systems improvement, and building a culture around our core values: trust, respect, integrity, and excellence. The individual should have a desire to be a change agent and inspired leader who is strategic, proactive, responsive, fair, kind, leads by example, and not afraid of hard work and travel. The ideal candidate will be responsible for strategic planning, budget management, team performance and managing their respective team. This leader should foster a culture of teamwork and innovation.

Ten plus (10+) years of hotel and/or DMO sales management experience is preferred.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Sales – Strategic Accounts
- Responsible for total account management of assigned legacy accounts.
- Help to develop and deliver sales presentations to key clients and represent Choose Chicago at various meetings and trade shows and/or events.
- Must constantly maintain knowledge of the destination’s products and services with the ability to effectively communicate and understand the features and benefits to existing clients.
• Client entertainment and travel required.

**Sales – Administration**

• Monthly reporting responsibilities include internal forecasting, MPEA reporting, progress to Choose Chicago organizational priorities, sales activity, etc.
• Optimize reporting with various data sources: FuturePace, STR, Tourism Economics’ Symphony Platform, SimpleView Data Engine, etc.
• Increase communication and collaboration by enhancing reporting for the following communities: Choose Chicago sales and client services teams, MPEA, McCormick Place Management Company, hoteliers, and other various stakeholders.
• Evaluate, monitor, and track team performance measurements.
• Support sales team with new and existing prospecting resources.
• Establishes multiple channel development and coordinates sales distribution by identifying sales territories, quotas, and goals.

**Leadership**

• Serves as the sales leader and liaison to a team of individuals who are responsible for the following areas: convention housing, site visit specialist, data team, and executive assistant.
• Leading efforts for sales, services, and events departments, as it relates to building culture. Examples include designing team trainings, team outings, and week-to-week impact opportunities.
• Continuously identifying areas of improvement with sales processes.
• Represent Choose Chicago in various board, industry, and community leadership meetings.
• Evaluate and assess the strategic plan, budget, organizational structure, goals, and metrics of the sales team.
• Build relationships and open communication both internally and externally with team members, partners, and stakeholders.
• Make recommendations for new and creative strategies that identify new opportunities for the Convention Sales Team.
• Extensively interact with hotel community and strategic partners to establish strong working relationships that will support overall goals and objectives.
• Serve in voluntary leadership roles in community and industry-related organizations.
• Carry out supervisory responsibilities including recruitment, training, mentoring, assigning, and directing work, appraising performance, rewarding, disciplining employees, and addressing complaints and resolving problems working with Human Resources.

**Finance/Budgetary Obligations**

• Maximize the financial performance of the assigned budgets.
• Assist in the development of a fiscally sound departmental budget.
• Collaborate with department and finance team members to effectively manage assigned budget and expense reports on a monthly, quarterly, and yearly basis.

**Organizational Commitment**

• Maintain a positive and cohesive working relationship with internal team and external vendors, members, partners, and suppliers to successfully accomplish Choose Chicago’s room night goals, mission, and vision.
• Participate in ongoing high-quality improvement/client satisfaction efforts.
• Demonstrate high standards and displays a positive and proactive approach.
• Handle additional responsibilities and projects as assigned.

QUALIFICATIONS, EDUCATION, EXPERIENCE
• College degree preferred or equivalent related experience.
• Ten (10) or more years of professional experience in hotel and/or DMO experience preferred.
• Demonstrated strong sales, negotiating and decision-making skills.
• Strong written, verbal and presentation skills.
• Strong knowledge of sales reporting tools and ability to articulate internally and externally.
• Comfortable with public speaking and interacting with high-level decision makers.
• Strong working knowledge and experience in working with Convention Centers.
• Previous experience in database management; experience with CRM and Simpleview a plus.
• Working knowledge of Microsoft Office Products including strong presentation software experience.

CORE COMPETENCIES NEEDED
• Forward thinker, ability to think strategically and open to new ideas in a fast-paced environment.
• Excellent communications and presentation skills and the ability to connect with internal and external clients at all levels.
• Proficient writer and presentation skills.
• Ability to make sound decisions utilizing effective problem solving.
• Strong industry expertise and knowledge of Chicago and its venues.
• Strong work ethic and industry reputation required to raise the profile of the Choose Chicago sales team. Someone who can lead by example and can set a tone for high achievement.
• Must love selling and the sales process -- actively sell and strategically manage large high-profile accounts.
• Proven leadership skills including the ability to manage and motivate a diverse team of sales professionals.
• Ability to think creatively, strategically and work within budget
• A strong team orientation is critical based on the collaborative culture of Choose Chicago and the visitor industry
• Strong computer skills and working knowledge of MS Office products. Familiarity with and adaptability to a CRM system.
• Able to perform in a variety of environmental conditions with varying physical requirements. Able to travel by air or ground as required. Up to 25-30% overnight travel.

PHYSICAL WORK ENVIRONMENT
• Ability to perform work utilizing a computer for extended periods of time.
• Ability to sit for extended periods of time in performing the work.
• Ability to travel by ground transportation (includes personal and public transportation) as required in performing work.
● Ability to travel throughout the city, including prolonged standing and walking as it is very often necessary when delivering items to members of the media or partners.
● Ability to work nights and weekends as needed. Working evenings include, but are not limited to attending business exchanges and venue openings/receptions/client appreciation events, etc.
● Able to travel by air or ground as required. Up to 25% overnight travel.

TO APPLY
This position offers a competitive salary and benefits package. Qualified candidates should submit resume and include salary requirements to resumes@choosechicago.com.

Choose Chicago
Human Resources Department
301 E. Cermak Road
Chicago, Illinois 60616
EMAIL: resumes@choosechicago.com
No Phone Calls

Choose Chicago is an Equal Opportunity Employer