

**JOB TITLE:** ACCOMMODATIONS GROUP COORDINATOR  
**REPORTS TO:** RESERVATIONS AND SALES MANAGER  
**FLSA STATUS:** EXEMPT  
**DEPARTMENT:** ACCOMMODATIONS



**JOB PURPOSE:** Develop and foster sales growth through group sales efforts and provide administrative and operational leadership for all group programming, events and development

**KEY DUTIES AND RESPONSIBILITIES:**

- Primary coordinator of accommodation group programs, reservations, information, monitoring and reporting.
- Work with Group Sales and Marketing Departments to develop and foster sales programs. Drive increases in sales revenue and growth across both areas
- Assist in preparation, implementation and measurement of Accommodations business plans and departmental budgets to achieve division and budget objectives
- Serve as a liaison to Park Personnel to develop and communicate operating plans as required by group requests and coordination, accomplishing goals while exceeding guests' expectations.
- Maintain group contacts and open communication, devise rebooking procedures to ensure growth. Develop prospecting listings. Ensure group communication follow-up.
- Develop, review, and update all Accommodations Sales print efforts. Work with both Accommodations Sales Manager and Marketing Department for website group information.
- Be the LEAD on all guests concerns. Ensure follow-up and resolution. Monitor staff to ensure proper procedures are followed
- Develop Proficiency with PSMS systems.
- Monitor department budgets and goals and keep Sales Manager apprised of variances
- Maintain accurate reporting involving financials, group stays, issues and inform Accommodations Sales Manager
- Work with Accommodations Sales Manager and Reservations Supervisor to cross train and properly place staff. Oversee group programming training. Develop succession plans and leadership skills in team members to ensure a positive work environment and evaluate and provide feedback to promote growth and retention
- Assist in SOP and training modifications and ideas to enhance the guest experience and achieve budget savings
- Enforce park and corporate policies focusing on improving the guest experience
- Assist in all areas during peak periods and perform other duties as assigned.

**QUALIFICATIONS AND REQUIREMENTS:**

- Bachelors' degree in Sales/Marketing or related discipline and/or minimum three years of hotel sales and/or campground experience at supervisory level. Reservations/call center supervisory experience considered
- Strong computer skills with MS Office and web-based and data management applications
- Strong management and communication skills
- Strong strategic, creative thinking capabilities and problem solving skills
- Excellent motivational, leadership and team building skills
- Ability to work a flexible schedule, including nights, weekends, holidays and a 6 day work week when required

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to sit and/stand/or walk for long periods of time throughout the day
- Must be able to work outdoors in the park at various times throughout the year
- Requires manual and bi-manual dexterity, fine and gross motor skills, eye/hand coordination, near vision, hearing and speech
- Requires occasional kneeling and bending
- Requires occasional walking, reaching above shoulder, pushing and pulling
- Requires occasional lifts and carries up to 50 pounds
- Requires occasional carries up to 100 pounds with the assistance of a two wheel hand truck
- Work environment: While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level is generally moderate to high.

**GENERAL SIGN OFF:** The employee is expected to adhere to all company policies and to act as a role model in The adherence to polices.

I have read and understand this explanation and job description.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Interested candidates should submit a resume to: Barb Totten  
Darien Lake Human Resources  
PO Box 91  
Darien Center, NY 14040  
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Revised: 12/13/11