**Business Name:** Hyatt Place Atlanta Airport North

**Business Address:** 3415 Norman Berry Drive, East Point, GA 30344

**Contact:**
Stephanie Jones-Kimble  
Director of Sales  
(404) 768-8484  
stephanie.jones_kimble@hyatt.com

**Open Position Job Title:** Sales Coordinator

**Website:** hyattplace.com

**Pay Rate or Salary Range:** Inquire to Employer

**Benefits:** Yes

**Job Level:** Full-Time Position

**Job Description:**

The purpose of the Group Rooms Coordinator is to perform all duties associated with the taking and processing of group guestroom reservations and assisting the Director of Sales ensuring a high level of performance, guest satisfaction and profitability. Primary duties will also include rooms forecasting.

**Essential Job Functions**

- Compiles and completes reservation reports as needed
- Balances system daily and communicates with front desk during high demand times to ensure 100% occupancy
- Establishes group room blocks, inputs blocks and rooming list accurately and in a timely manner into the hotel systems
- Manages the group rooms pickup on group blocks
- Adheres to contract information when booking reservations such as cut off dates, room types, and block numbers. Does not override without approval of DOS or Revenue Manager
- Creates web links and group landing pages at the request of the sales department
- Responds to guest emails in a timely and professional manner
- Prospects for new group and returning group business
- Attends weekly Revenue Strategy Meeting
- Trains on and is familiar with the property yield management systems (PRIO, Opera, Salespro) to support the Director of Sales in the event they are not available (i.e. Vacation, sick) and perform the duties.
- Group Coordinator works closely with the property Director of Sales to assist with account tracking and making of Transient negotiated reservations as needed by the DOS.
- Monitors and ensures the information in both property management system and reservation system is accurate
• Inputting rooming lists and conducting any changes noted from the Event Planners- Following up with clients and/or the event planners when completed.
• Maintaining all wholesale accounts- allotments, above allotment requests and reservations.
• Provides data to help process the group rooms commission system, working with hotel accounting department to issues payments
• Management of inventory and suite reservations for leisure and group guests
• Routing of group billing and proper communication with all other departments of any billing changes in regards to room reservations
• Prepare BEO and Group Resume packages
• Building and maintaining house accounts, group masters and room blocks. Building group room blocks and ensuring that all groups past the allowed inventory date are built when systems allow. Ensuring that all room block information in system is current and correct.
• Employ selling techniques to maximize occupancy levels and achieve the highest average rate possible.
• Provide accurate information regarding availability, guestroom types and accommodations, room rates, hotel facilities and services, local attractions/events, transportation to and from hotel, etc.
• Use correct hotel policies regarding hotel cancellations and deposit policies at all times.
• Promote special marketing programs.
• Maintain correct use of Market Segment Codes at all times.
• Maintain effective communication with all hotel departments. Be responsive to instructions and suggestions and work to resolve problems.
• Work closely with the Operations department regarding VIP and special requests.
• Maintain clean and organized work area and properly file all contracts and proposals.
• Knowledge of computer to include reservations and front office systems.

Experience/Education

Associates Degree
Two years hotel experience preferred
Experience in customer service
Detail oriented with excellent time management skills
Prospecting skills

Interested candidates can send resumes to Stephanie Jones-Kimble at stephanie.jones_kimble@hyatt.com.