



Sales & Marketing Associate – Rand 307 Office

About the Team

- The Sales & Marketing Associates work closely with the Event Services Associate to manage the responsibilities of the front desk in our Events at Vanderbilt central office (Rand 307). This job includes taking phone calls, sending emails, creating contracts, and processing payments.
- This position is specifically focused making sales in the competitive Nashville market for event space by winning over clients who may not be familiar with campus or its spaces. This position works with external clients.
- The hours of operation for the office are 8:00am-5:00pm, so most shifts fall during normal business hours. Some nights and weekend shifts may occur in order to assist with event setups or site-visits.

Learning Outcomes

- Solve problems by finding creative solutions
- Sell space in a competitive Nashville market
- Process billing including credit card payments and checks
- Proactively meet clients' needs
- Explain information and policies to clients
- Communicate effectively (written and verbal)
- Work effectively in a diverse, professional environment
- Integrate various software and web systems

Duties and Responsibilities:

Customer Service

- Furnish customers with outstanding service by remaining alert and responsive to their requests
- Maintain a working knowledge of each of the Student Centers and the Vanderbilt University community
- Interact professionally and warmly with clients via phone calls, email, or walk-ins
- Be able to assist clients with event reservations
- Ensure cleanliness of work area at all times

Office Operations

- Maintain the meet@vanderbilt email account for off-campus business
- Utilize event management software to enter and review reservation requests
- Create and send out contracts to clients
- Manage deposits and contracts received
- Support setups in other Student Centers spaces as needed
- Learn basic a/v troubleshooting in order to talk folks through steps or assist in an emergency

Event Management

- Take clients on site visits in various Student Centers and answer any questions they may have
- Help identify and book appropriate spaces for events
- Resolve problems and answer inquiries concerning an event
- Work closely with pro staff in managing events

Expectations

- Adhere to the Student Employee Handbook
- Maintain active and open lines of communication with supervisor(s) and co-workers
- Conduct one's self in a professional manner
- Read and respond to all correspondence from supervisors
- Attend regularly scheduled meetings and follow all scheduling policies.
- Perform other duties as assigned