

ASSOCIATE DIRECTOR OF SALES

Mohegan Sun | Uncasville, CT





Mohegan Sun

A Legendary Meeting Destination

A world at play and a world to its own, Mohegan Sun, created in 1996 by the Mohegan Tribe of Connecticut in partnership with [Mohegan](#), is one of the world's most amazing destinations with some of New England's finest [dining](#), [hotel accommodations](#), retail [shopping](#), live [entertainment](#), and sporting events.

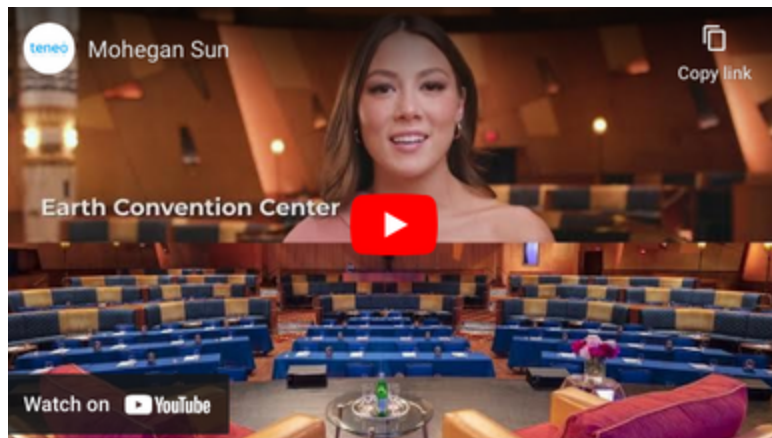
With two distinct convention centers providing over 275,000 square feet of indoor meeting space and 1,600 guest rooms, Mohegan Sun has the space and operational resources for our customer's events to be productive, exciting, and easily adaptable to the organization's objectives. Conveniently located between New York City and Boston, Mohegan Sun provides a value-oriented option in the Northeast without sacrificing quality. Our tribal-owned culture shines through our unmatched guest service and dedication to excellence, which we call our Spirit of Aquai.

Every turn leads to a new adventure with the world's largest and most spectacular indoor planetarium dome and the awe-inspiring Wombi Rock, a glowing crystal mountain made of imported stone that serves as the focal point of [Casino of the Sky](#).

Our Premier Destination Hosts:

- Two luxury hotel towers totaling 1,600 rooms.
- Two world-class Mandara Spas.
- Two fitness centers.
- 18-hole championship golf course, private tournaments available.
- Retail shopping experience with over 30 options.
- Over 40 restaurants, bars and lounges.
- 10,000-seat Mohegan Sun Arena.
- 400-seat Cabaret Theatre.
- 350-seat Wolf Den music venue.
- Two nightclubs.
- Two swimming pools.
- 17,500 sq. ft. outdoor sun patio with fire.
- Two casinos.

For more information on this dynamic resort, visit meetings.mohegansun.com.





POSITION SUMMARY

This position is responsible for effectively soliciting and becoming familiar with all accounts within the assigned market segments and/or geographic territory to drive group room nights for positive revenue impact. Builds relationships by delivering memorable experiences through specialized, personalized, and preferential service. Oversees in-market Business Development role. Meets and exceeds personal revenue targets.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Captures larger group business from assigned market segments and/or geographic territory to surpass revenue expectations of hotel and individual revenue goals
- Initiates and follows up on assigned leads.
- Maintains and participates in an active sales solicitation program, including the use of Knowland and outside sales calls in the market.
- Monitors production of all top accounts and evaluates trends within assigned markets.
- Meets and greets customers while they are in-house.
- Participates in key industry organizations and client events and attends assigned trade shows.
- Invites customers for entertainment and site inspection purposes.
- Assists the Director of Convention Sales with training the sales personnel.
- Maintains a business presence on Social Media Sites like LinkedIn, Facebook, and Instagram, including posting events that take place at Mohegan Sun.
- Assists with reviewing contracts, pulling reports and comparing them to the department budget prior to being sent to the customer.
- Oversees all aspects of the Director of Business Development that align with their market territory, including, but not limited to, establishing sales strategy and tactics, reviewing weekly activity plans/results, and accompanying when appropriate at face-to-face appointments and in-market industry events.
- Keeps abreast of developments in the convention sales and service industry to maintain a competitive share.
- Attends staff meetings and other meetings as deemed necessary.
- Adheres to all policies and procedures and is a Mohegan Sun Ambassador.
- Works within the boundaries of the position.
- Maintains confidentiality.
- Remains visible in all related areas of operation.
- Believes in and adheres to the Mohegan Sun Core Values and service standards.
- Actively promotes the Spirit of Aquai.
- Takes ownership of guest requests and issues and seeks assistance if outside the scope of the position.
- Completes required paperwork and reports in a timely fashion.
- Acts as a liaison with various departments and vendors.

QUALIFICATIONS

- Bachelor's Degree in Hotel Administration, Marketing, Business, Finance or a related field.
- Seven years of experience in hotel sales, including five years in a convention property with no less than 500 rooms, and responsible for booking groups of 200 or more guestrooms on peak nights for multiple nights.
- Experience in selling a property with a minimum of 50,000 square feet of convention/meeting space.
- In lieu of a Degree and previously mentioned experience, 12 years of applicable hotel group sales experience and experience managing a hotel group sales team

QUALIFICATIONS

- Excellent written and verbal communication skills.
- Excellent organization and multi-tasking skills and the ability to delegate tasks.
- The ability to multi-task by managing all aspects of a Team Member's sales activities while maintaining personal production goals.
- The ability to comprehend complex verbal and written instructions.
- Advanced negotiation and reasoning skills.
- The ability to make sound judgment calls relating to employees and guests.
- Capable of interacting with the public in a highly professional manner.
- Proficiency with computer programs including LMS, Windows, Word, Excel, Cognos, Delphi, Meeting Matrix, Knowland and Passkey.
- Understanding of revenue management and its utilization.
- The ability to maintain composure in stressful or high-pressure situations.
- Maintains accurate records and files.
- The ability to produce quality work under tight deadlines with high expectations.
- The ability to adapt to new ideas and changes.
- The ability to self-motivate.
- The ability to represent Mohegan Sun in a positive manner on and off property.
- Knowledge of the property and product.
- The ability to work well with others in a diverse environment.
- Thorough understanding of the Mohegan Tribal Employment Rights Ordinance (TERO) as it relates to employment.

TRAINING REQUIREMENTS

- Knowledge of Mohegan Sun corporate and department policies and procedures.
- Must complete the Core Manager Training course.
- Knowledge of Mohegan Sun budget planning and analysis process and procedures.
- Mohegan Sun CER and purchasing procedures.
- Knowledge of Virtual Roster and Kronos payroll systems.
- Knowledge of regulations that pertain to the Marketing division.
- Safety and Fire Training.
- SMART alcohol awareness.
- Certified Meeting Professional (CMP) or working towards certification.

TOP PRIORITIES

1. Immerse yourself into the Mohegan Sun culture.
2. Build relationships with operating departments.
3. Learn all meeting assets, including booking guidelines, ideal group, and patterns.
4. Analyze and evaluate past, current, and future accounts (market-specific).
5. Assess and know the competitive set.



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If interested in learning more about this great opportunity, please send your resume to our SearchWide Global Executive, John Brich.

SearchWide Global is a full-service executive search firm primarily for companies in the travel, tourism and convention, and hotel and lodging industries. We specialize in C-Level, Director and Management level executive searches for companies ranging in size from Fortune 500 corporations to mid-sized public and private companies.

