



Global Account Executive

About ConferenceDirect

Founded in 1998, ConferenceDirect, LLC has become one of the largest full-service meeting planning companies with over 325 Associates representing over \$700 million in room revenue, 3,700,000 group room nights, and 10,000 events annually. ConferenceDirect, LLC provides the following core meeting planning services: site selection, contract negotiations, registration & housing, conference management, strategic meetings management services and mobile apps to Association, Corporate, and Affinity customers.

We are seeking passionate, knowledgeable and experienced industry professionals to join our team and share in our success. The individual must be highly motivated with a strong entrepreneurial spirit. Background of experience should include hotel sales, convention service, national/global sales office, and/or CVB sales experience. This is a remote office opportunity and the experience and ability to work independently will be required for success.

Responsibilities Include (are not limited to):

- **Customer Prospecting and Development:** On average, Global Account Executives have 5-20 ongoing client relationships. By contacting former colleagues, friends, family and associates, you will want to identify potential customers who would be interested in utilizing your services. A large portion of your job will revolve around building and maintaining customer relationships. This is a self generating sales position.
- **Hotel Searches:** Once a customer agrees to do business with you, it becomes your job to find them the right product, at the right price for their program. In order to do this, you will want to be certain that you obtain all of the appropriate information from your client, and convey this information accurately to all hotels included in the search. ConferenceDirect Associates are able to send leads electronically through its technology partners or direct, allowing for immediate connection with hotels.
- **Information Compilation and Delivery:** ConferenceDirect provides you with an excellent Customer Response Template that you will fill out with availability information from the hotels and forward to your client. You will then ask your customer to select two-three hotels that they prefer, and begin negotiations with those hotels that make the customer's preferred list. It is also your responsibility to relay information regarding the customer's decision to all hotels that were included in your search.
- **Contract Negotiation:** Some customers prefer to negotiate contracts on their own, but others want ConferenceDirect to handle this on their behalf. Part of your responsibility is to utilize your experience to negotiate the best possible deal for your customer. ConferenceDirect does have pre negotiated contracts with many of the major brands to assist your efforts in this area.
- **Solicitation for Other Services:** Although site selection assistance is the primary focus for many Global Account Executives, there are also many other ways to earn commission. Part of your responsibility is to discuss these "other" services with your customer in order to determine what other aspects of meeting planning ConferenceDirect might be able to assist with. The information that you uncover is then shared with our service divisions so that we can decide collectively how to best service the client. You are paid a commission on any referred business that actualizes.
- **Maintain Relationships:** Taking all the appropriate steps, using ConferenceDirect tools and resources to show value to the customers so they will provide business on a consistent basis, versus one-time opportunity.



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Qualifications

In preparing for this position, the candidate ideally will have worked in at least the following departments or positions: Hotel Sales Manager, Senior Sales Manager, CVB, Convention Center Sales, National Account Manager, or Meeting Planner.

- Requires a minimum of 5-7 year(s) of experience
- Experience selling to a variety of market segments
- Actively participate in industry related organizations
- Strong background in selling rooms, F&B, Catering, Meeting Rooms, and AV
- Thorough knowledge of sales techniques
- Enjoy asking for business and closing sales
- Consistently make cold calls
- Aggressively pursue new account development
- Enjoy account management and building book of repeat business
- Track record developing long term business relationships
- Maintain consistent verbal and written communication with clients
- Make onsite and field presentations to prospective clients
- Participate in local community to develop business

Skills

- Clear and concise written and verbal communication skills
- Experience presenting in front of groups
- Excellent time management
- Strong organization
- Good knowledge of basic computer use
- Strong customer service orientation
- Excellent listening
- Exceptional detail in follow-up
- Professional, courteous, and friendly
- Critical thinking and problem solving
- Quick decision making and sharp judgment
- Solid skills selling and negotiating contracts, programs, or projects.



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Why join ConferenceDirect?

- **Training:** we are committed to making sure our people are fully supported when they decide to join our dynamic team. Our Vice President of Training will ensure you are well trained and ready for success with ConferenceDirect.
- **Earning potential:** Unlimited.
- **Paid Faster / Upfront:** Advance commissions paid at time of booking.
- **Accounts Receivable Department:** dedicated to manage the entire commission collection process so that you can focus your time and energy on your clients needs.
- **Flexible Work Hours / Environment:** ConferenceDirect Associates establish their own work hours and where they wish to work...it is up to them. They establish their own goals.
- **Full service resource to customers:** ConferenceDirect Associates have the ability to provide service to their customers in key industry service areas. ConferenceDirect Associates are positioned to be a true single point of contact for hospitality needs.
- **Contact driven work model:** The ConferenceDirect work model is neither geography nor market segment driven when it comes to customers. You can work with clients anywhere in the world. Our success is based on building relationships and trust, and a focus on excellent delivery of services requested.
- **Marketing collateral:** ConferenceDirect has excellent marketing materials and website support in place for ConferenceDirect Associates to tap into for key customer calls or just sending brochures to introduce the service to prospective customers. Take advantage of what is in place.
- **The Brand:** ConferenceDirect has become one of the leading full-service brands in the hospitality industry in this competitive space. Our clients work with ConferenceDirect because of our full-service model (Housing, Registration, Conference Management, SMMP, and Mobile Apps are our own services), and our focus on professionalism, quality, consistency, and the highest standards of service in the industry.

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Experience. Value. Trust. Results.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.