

## **SENIOR ACCOUNT MANAGER**

*Position is with the Account Management team located in Falls Church, VA and reports to the CSI Washington, DC Director of Sales & General Manager.*

CSI Washington, DC Account Managers are professionals with great event experience, initiative, and a solutions oriented attitude. The Senior Account Manager is a highly-motivated college graduate with 5+ years selling and/or DMC experience, exceptional people skills and organized approach, who thrives on sourcing leads, converting leads to sales, meeting and exceeding sales goals, presenting to clients, developing, growing and maintaining hotel and client relationships and increasing revenues. The employee's primary objective is to: *Create an exceptional experience, every time.*

### **CORE RESPONSIBILITIES:**

- Develops and works on lead opportunities
- Converts leads to sales
- Researches client needs and develops creative, compelling proposals
- Develops and maintains strategic hotel relationships
- Meets sales goals
- Participates in the design, delivery and attendance of sales missions and trade shows
- Attends relevant industry and networking events
- Remains current on industry trends, local openings, new ideas and happenings
- Participates in internal training opportunities
- Develops initial P&L statements, contracts and supporting documents of sale
- Works closely with aligned Event Managers to achieve client objectives upon turn-over
- Tracks client activities and implements follow up plans, retaining a relationship throughout the client lifecycle
- Creates accurate, up-to-date documentation using an established business file and database
- Able to mentor and train less experience colleagues
- Support Sales team in the absence of Director or Associate Director of Sales
- Supports the President and General Manager in tasks as assigned and reports to them
- Other tasks as assigned by the President and General Manager as the position evolves

### **REQUIREMENTS:**

- A minimum of 5-7 years of industry experience, preferably on the supplier side
- DMC experience
- Solid experience with logistics involved with event planning and ability to drive and manage clients
- Ability to manage multiple clients and multiple programs at any one time
- Expert people skills, particularly conflict resolution
- Solutions oriented, detail oriented and demonstrates effective multi-task/multi-client management
- Experience with budget management, financial tracking and contract negotiations
- Excellent computer and technology skills
- A demonstrated history of sourcing lead opportunities and converting them to sales
- A proven history of meeting or exceeding sales goals
- Exceptional presentation skills with the ability to influence decision makers and their teams
- The ability to "paint the picture" conceptually for clients during meetings and site visits and convert these to visually appealing, winning proposals
- An organized work ethic with a proactive approach to completing tasks and maintaining accurate records
- Willing and able to attend industry networking events

- Able to work autonomously yet collaborate as part of a team on workflows
- Must be self-directed with strong project management skills
- The ability to maintain a schedule appropriate to the needs of a workplace and industry which includes nights and weekend work on an as needed basis
- CMP or DMCP designation is a plus, but not required

**Please Note:** This job description is intended as a general summary of the position; the individual will be expected to perform any functions or responsibilities that may be assigned from time to time. The functions and responsibilities of the position may change over time, in special circumstances, or on an individual basis. This job description is not intended to limit or otherwise affect the work to be performed or assigned.

Please email resume and cover letter to [csi.hr@csi-dmc.com](mailto:csi.hr@csi-dmc.com).