



Wedding & Events Sales Manager Job Description

Category: Full Time, year round

FLSA Status: Exempt

Pay Type: Salary \$47,000-\$52,000 base, plus incentives

Schedule: In season: Extended hours including nights and weekends. Off season: Full time with flexible schedule.

Direct Supervisor: Deputy Director

Description:

The Wedding & Events Sales Manager will provide direct management of the Wedding & Events department. This will include supervision of seasonal wedding assistants, event office and security personnel. The Wedding & Events Sales Manager will be the primary contact for wedding and event inquiries, tours, sales and contract completion. Professionally representing and marketing the Castle and our wedding & event opportunities through personal tours, bridal shows and publications is a key role in ensuring our event calendar is full. This role is responsible for creating a stress-free experience for couples by working closely with vendors, preparing and communicating timelines in advance and ensuring that all details are executed flawlessly. This is a creative and dynamic role that requires a passion for event planning, along with a commitment to delivering an exceptional customer experience.

Qualifications: The ideal candidate must be detail-oriented and highly organized, with the ability to multi-task, make decisions and prioritize in a fast paced environment, under pressure. A positive personality, excellent oral and written communication skills are required. Sales & leadership skills are critical. This position requires a flexible schedule, including late hours and physically intense work. Must be capable of heavy lifting, walking on steep terrain and spending long periods on your feet. A bachelor's degree in marketing, public relations, hospitality management or event planning is preferred.

Essential Duties and Responsibilities:

- Responsible for sales and booking all weddings and rental events
- Ensure all bookings are carried out successfully from start to finish including booking, contracts, payments, preparing timelines, vendor communication, continued communication with clients, rehearsal schedules and event day prep
- Responsible for working with the Deputy Director to continually come up with creative ways to increase our wedding & event bookings and to ensure continued growth in our projected income areas
- Supervise and train all employees in wedding and events department to ensure professional, positive event experiences for our customers
- Address any last minute/event day needs with the proper departments or vendors to ensure facility is clean and set up to the client's specifications including (but not limited to) cocktail hour, decorations, floral arrangements, photo needs/schedules, music, food, tent set up if needed, etc.
- Responsible for managing vendors, creating timelines, and ensuring that all details are executed flawlessly.
- Provide creative ideas and solutions to make the experience for guests unique and memorable
- Constant communication with appropriate Castle team members to make sure event details are relayed to the proper people for successful execution
- Submit to the Castle team the floor plan, bar details and all details necessary in a timely fashion
- Communicate with Restaurant Manager any special needs for bartenders or bar orders for the event at least 14 days prior to the event
- During weddings/events, maintain the flow of guests around visitor areas to encourage the best experience possible
- Coordinate and oversee or assign oversight of all activities during entire event day, including setup, vendor arrivals, ceremony, reception and teardown
- Ensure a member of the team is available throughout the event to make sure all is running smoothly
- Assist in the planning and implementation of special CPS Events (incl GALA, Christmas at the Castle, etc)
- Prepare or coordinate invitations, decorations, table linens, flower arrangements as needed for in house events
- Ensure all weddings and events follow CPS policies and procedures
- Handle any unexpected issues or emergencies that may arise during the planning process or on the wedding day

- Attend bridal fairs and other showcases representing Castle in the Clouds
- Collaborate with the Executive Director & the Castle's Marketing team to ensure Castle in the Clouds is represented in various media publications to promote both our weddings and events
- Stay current with trends in the industry to ensure Castle in the Clouds stands out as a premiere wedding & event venue
- Additional duties as assigned by Deputy Director or Executive Director