

POSITION SUMMARY

A Luxury 100+ acre historic property with overnight accommodations for 20 guests, event space for 200+, and even an Olympic-sized pool in the winery corridor of Loudoun County, VA is hiring!

We are seeking an experienced Director of Operations and Events! The Director emotionally connects with our guests to create a memorable experience. This person excels at sales, contract management, and running logistics for the venue. This position represents our overnight stays and private event spaces in all event opportunities and is responsible for reaching revenue goals. He/she must exceed the guest experience by aspiring to go above and beyond in providing exceptional service.

ESSENTIAL FUNCTIONS

Essential Functions Statement(s)

- Deliver genuine hospitality to our guests
- Develop and maintain strong relationships with Management and Vendors/Contractors
- Participate in weekly operations meetings with Managers to communicate sales/marketing updates and address venue needs as well as updates on operational needs of the venue
- Distribute accurate BEO's at weekly team meetings leading up to events
- Implement promotions and programs in the local markets to increase wedding bookings and private event sales.
- Establish key relationships with clients to ensure maximum exposure and increase revenue
- Adopt a flexible schedule to accommodate guests and be present at event functions when necessary
- Identify objectives, strategies, and action plans to meet venue objectives and improve sales
- Establish an identity in the local community as the top option for luxury weddings
- Build sales through appropriate and profitable decisions based on high standards of quality
- Forecast annual, quarterly, and monthly revenue streams
- Develop specific plans to ensure revenue growth year over year
- Coordinate proper company resources to ensure efficient and stable sales results
- Meet a pre-determined number of sales appointments per week
- Assist with marketing programs as necessary
- Handle guest complaints by listening to their concerns, contacting the Managing Director with any problems, and solving complaints to ensure guest satisfaction
- Communicate allergy sensitivity from guests to managers as needed
- Communicate event sales information to co-workers, management, and guests
- Set up Welcome Baskets in guests rooms as determined for each booking
- Handle operations contracts for the property (i.e. pool maintenance)

- Adhere to, and enforce all sales policies, practices, and procedures
- Perform additional duties as required

Competency Statement(s)

- Adaptability & Flexibility – Adapts to changing business needs, conditions, and work responsibilities and works with a variety of situations, individuals, groups, and varying customer needs
- Attention to Detail – Diligently attends to details and pursues quality in accomplishing tasks
- Business Alignment – Aligns the direction, products, services, and performance of a business line with the rest of the organization
- Coaching & Mentoring – Enables team members to grow and succeed through feedback and instruction
- Communication – Listens to others and communicates in an effective manner
- Problem Solving – Resolves difficult or complicated challenges
- Relationship Building – Builds constructive working relationships with stakeholders

SKILLS & ABILITIES

Education: High School diploma or equivalency required; degree in Event Planning a plus

Experience: Three to five years of previous sales experience, preferably in the wedding industry

Computer Skills: Microsoft Office Suite and Aisle Planner Preferred

COMPENSATION

Base Salary + Commission and Benefits Package

EMAIL COVER LETTER AND RESUME TO hello@jessicaashleyevents.com with subject line: “Dir. Of Ops Application”