



CLUB DONATELLO

***CLUB DONATELLO IS A FOUR-STAR, GOLD CROWN BOUTIQUE OWNER'S CLUB
PROVIDING AN INTIMATE AMBIANCE IN THE HEART OF SAN FRANCISCO'S UNION SQUARE***

Job Title: Owners & Guest Relations Services/ Marketing and Business Development Representative

Department: Reservations, Owners & Guest Relations Services & Marketing & Business Development

FLSA Status: Non-Exempt- Full Time Position

Pay Range: \$16.50 - \$22.00/hour

Updated: July 12, 2019

Primary Functions:

Reports to Manager – Reservations & Owners & Guest Relations Services. This position is responsible for providing a first-class array of specific services, receiving reservations requests, managing electronic inventory systems, and properly confirming reservations for use of Club Donatello rooms by Owners and Guests. These services also include explaining and assisting Owners with the detailed process for banking/exchanging of their CDOA Proprietary Interest Use time over multiple years, and related transactions. This requires accurate and timely maintenance of all related documents, transaction files and communications, positively assisting Owners with questions on CDOA Events & other related matters. This is a position with significant amounts of personal contact with Owners and Guests, and requires friendly and competent communication skills for all verbal and written communication purposes.

Specific Primary Functions- Owner and Guest Relations

- Organizes and maintains all reservations and related document files for the Department, inclusive of providing copies for CDOA Owners files.
- Conducts competitive market surveys as requested, generates reports and prepares marketing information packages as needed.
- Prints Owners/Guest arrival list daily and blocks rooms scheduled to arrive each day.
- Maintains a safe, clean and well-organized work area.
- Checks and responds to voicemail, FAX, and electronic mail (E-mail) messages regularly.
- Responsible for updating the Reservations Calendar on the CDOA's website regularly and updating Room rates and inventory availability on the various web-based booking engines.
- Updates and mails Club Donatello brochures with personalized introductory letters in a timely fashion when requested.
- Prepares all gift certificate requests and accurately maintains the Club Donatello gift certificate log, and consistently follows all policies/procedures for their issuance and tracking.
- Reviews and accurately communicates all Board-approved Room Rates to Owner/Guests.
- Track, assigns and verifies exchange weeks as requested, following the policies and procedures for such transactions.
- Reviews all Club room configurations and bed types to assist in accommodating as many Owners/Guests requests as possible, based on availability.
- Reads and accurately communicates the provisions of the CDOA's Owner's Guide-Rules/Regulations, CC&R's/Bylaws, and obtains assistance in such matters when necessary.
- Maintains accurate/timely awareness of the CDOA Planning Calendar for all meeting, events deadlines, and communicates on such matters when requested.

- Maintains flexibility and positive approach to working through a variety of tasks and assignments to fully meet the needs and expectations of our Owners/Guests and other Team Members within the Club Donatello organization.

Specific Primary Functions- Marketing and Business Development

- Proactive Management of the Weekly Wine Event and overall activities profile and the environment of excitement that we can bring to the Donatello every week, inclusive of better cost-containment and some revenue generation for non-occupant Owners/Guests, as well to offset the, costs.
- Proactive participation with the Union Square Business Improvement District working committees, plus the San Francisco Travel Association, the SF Chamber of Commerce, and other local organizations, where we can positively provide information about what the CDOA has to offer, including the potential for sale of PIU's we acquire through the Lien/Foreclosure process.
- Develops positive working relationships with local/regional agencies involved in business and general tourism events, (e.g., Conferences, SFCVB, entertainment and sporting events, etc.), so that there is an effective awareness and ongoing dialogue process with them for purposes of booking accommodations at the Club Donatello. This may include engaging the joint working agreement process with the Hotel Donatello to accommodate sizes of groups larger than can individually be handled by the Club Donatello.
- Develops creative marketing strategies, programs and events for the positive promotion of the Club Donatello for existing Owners, past/current/future Guests, our Exchange company resources, local/regional corporate accounts, Family & Friends, Corporate Rewards and other special seasonal offerings for accommodations.

Accountable for all other duties that fall within the normal scope of Owners & Guest Relations Services Representative/ Marketing and Business Development and Owner-Value Added Services/Products operations responsibilities as deemed necessary by the President & CEO and the General Manager of the Club Donatello.

Due to the cyclical nature of the resort-hospitality industry, Owners & Guest Relations Services/ Marketing and Business Development Representative may be required to work varying schedules to reflect the specific needs of the Club Donatello.