



Group Sales Manager – One World Observatory (New York, NY)

We're looking for a key leader, motivator, culture builder, and SUPERSTAR to lead our sales team into the future. Must be able to create a culture of accountability, growth, and fun to drive ultimate success. Only apply if you're serious about your career and developing others.

About Legends: Born from performance and inspired by icons, Legends has created a legacy of success, delivery and results with the icons of global sports, entertainment and business. Our passion for delivering remarkable experiences, at every occasion, has enabled us to redefine the role of a service provider and set a new expectation within the industry. For that reason, we believe in the honor of service, where no request is unreasonable and going the extra mile isn't the exception, it's the expectation.

The Venue: Positioned at the top of One World Trade Center, the tallest building in the Western Hemisphere, on levels 100, 101, and 102 – One World Observatory provides guests with unique, panoramic views of New York City, its most iconic sites, and surrounding waters from 1,250 feet. A customized guest experience complements the seemingly endless views - which evoke feelings of the City's signature pride, hope and determination - including special interactive experiences and dining options, plus a sit-down restaurant.

In 2016, One World Observatory received awards and recognition from the **Concierge Choice Awards** (Winner: Tourist Attraction), **Themed Entertainment Association** (Thea Awards for Outstanding Achievement), **TripAdvisor** (Top U.S. Trending Summer Attraction), and **Lonely Planet** (Favorite Online Listing).

The Role: The Group Sales Manager will be responsible for strategically managing all activities within the group sales department while maintaining a specific focus on developing, training, and coaching the sales team to increase and maximize revenue and build the foundation for One World Observatory Group Sales Department.

Job Duties

- Manage, develop, train, and motivate a team of group sales associates
- Develop overall group sales outreach plan, manage sales process, coordinate invoices, payments, budget tracking
- Assist in creation of new group programs and events that increase sales opportunities and overall group tickets/revenue
- Experience in database management preferred – Salesforce
- Must be adept at weekly reporting and sales forecasting based on available data
- Collaborate with local businesses, schools, churches, corporations, tour and travel operators
- Use extensive knowledge of the national and international tourism industry to lead OWO's strategy in business acquisition

- Creatively market and actively promote the One World Observatory
- Respond in a timely manner to calls, inquiries and emails related to the above areas of responsibility and to general information requests as needed
- Provide superior customer service to clients and prospects
- Develop and maintain strong working relationship with OWO marketing and operations colleagues
- Non-traditional hours (Nights, Weekends and Holidays as necessary)

Qualifications

- Bachelor's Degree
- Minimum 3-5 years' experience in group sales, preferably in an attraction, entertainment or hospitality environment
- Extensive knowledge of the tour and travel industry including strong relationships with key players
- HIGH level of demonstrated professionalism
- Proven sales experience in a high volume environment
- Knowledge of proven sales techniques and strategies
- Must be organized and able to execute on sales and operations side of the business
- Quick learner with ability to handle multiple projects and meet deadlines
- Ability to work well with and manage different personalities
- Entrepreneurial spirit, energetic and outgoing personality with a creative, and a proactive approach to work
- Excellent written and verbal communication skills
- Background in major attraction tour and travel sales, hospitality or management preferred
- Familiarity with NYC market a plus
- Knowledge of Salesforce and Accesso Ticketing a plus