



Job Description

Position Title: Event Sales Associate

Effective: May 2026

Reports to: Event Sales Coordinator

Status: Non-exempt; Hourly

Schedule: Part-time (possibility of full-time); schedule determined by supervisor

Essential Functions:

Provide outreach support for event staff. This includes navigating guest-related housing issues, following up on contracts and rebooks, and performing other duties related to providing excellent customer service and hospitality.

Essential Duties:

The essential duties are as follows:

- Keep reservation systems up-to-date to accurately reflect availability.
- Follow up on new and/or renewal contracts for events and conferences as directed; adjust invoices as necessary.
- Assist the event sales coordinator and event services manager to field questions related to event retreat sales, contracts, and administration in a timely and professional manner.
- Guide groups through the event lifecycle, providing rebooking options, and resolving conflicts about desired dates and spaces.
- Meet with event/retreat groups for check-ins.
- Assist with or lead site visits with prospective guests.
- Collect payments from guests as necessary.
- Community event services administration
 - Assist with managing event service requests, data entry, and reporting.
 - Assist with scheduling and contracting requests from the community and Montreat Presbyterian Church events, including guiding them through the full event lifecycle.
- Other duties as assigned.

Requirements:

- **Physical Requirements:** This position requires the ability to remain in a stationary sitting position for extended periods while performing job duties, as well as the

ability to walk distances on both flat and uneven terrain over the course of the day, as needed. The employee must be able to move and position materials weighing up to 20 lb.

- **Education:** High school graduate or equivalent; some college preferred.
- Valid driver's license with acceptable driving record.

Competencies:

- Work well independently, process detailed information, and meet deadlines.
- Ability and willingness to learn new software.
- Attention to detail.
- Communicate effectively.
- Excellent customer service skills and sincere interest in working with the public.
- Follow directions and work cooperatively with others. Teamwork is essential.
- Use critical thinking and resources to solve problems.
- Maintain a positive attitude and work well under pressure.

It is the policy of the MRA dba Montreat Conference Center that it will not discriminate in employment policy and practices and will promote equality of opportunity in all aspects of employment. All employment policies and practices will be administered without discrimination based on race, color, creed, religious affiliation (except where religious affiliation is determined to be a bona fide occupational qualification), national origin, sex (including pregnancy, gender identity, transgender status, and sexual orientation), age, marital status, disability, genetic information, veteran status, or other characteristics protected by applicable law.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____