

**Job Title: Collection Executive / Sales Executive**

**Reporting To: Program Manager**

**Job Purpose:** To give an enhanced experience at the time of membership package delivery, represent the brand well and to generate leads, referrals and databases.

**Responsibilities and Accountabilities**

1. Knowledge of all membership products of the company.
2. Ensure re checking of accuracy of the package being delivered – name on the card, address label, certificates numbering, POD, receipt and validity.
3. Ensure the Confirmation Form is completed in all respect including Referrals and signed along with POD for receipt of package/ item. If required explain the membership benefits / clarify doubts/queries. Escalate the unresolved doubts/queries immediately to the manager.
4. Collect referrals/nominations at every guest contact for direct sales and tele marketing including at least five contacts from each vicinity visited to meet a Member. This could be from the same building or neighbourhood.
5. Make Sales Blitzes in Corporate Areas nearby the Hotel to generate focused quality leads. At least 25 Business Cards must be collected on a per day basis.
6. Work with Program Manager to develop a list of people to meet for generating primary databases. This could be Associations, Clubs, RWA's etc
7. Responsible for the Security, Confidentiality and Integrity, of all information assets within his/her knowledge in accordance with the company's information security policies.
8. Must follow office discipline in terms of attendance, timings, security policy, data confidentiality and other office policies and guidelines at all times. Leaves must be approved in advance.
9. All policies on grooming, use of hotel facilities etc must be followed as per Company Policy.