

Position Announcement

Job Title: Part-Time Group Sales Coordinator
Reports To: Group Sales Manager
Location: San Francisco
FLSA: Non-Exempt
Job Family/Level: Sales/Coordinator
Travel Required: N/A

Summary:

Hostelling International USA is seeking a Group Sales Coordinator to support the group sales efforts of its three San Francisco hostels, as well as HI Marin Headlands, HI Point Reyes, and HI-Sacramento, by performing administrative duties. This position will be responsible for assisting the Group Sales Manager in coordinating group reservations and ensuring quality service for groups, as well as helping with the onboarding of three new hostels in the near future.

From San Francisco to Point Reyes, Sacramento to the San Mateo coast, HI-USA hostels provide quality accommodations and educational programs to some 200,000 people from more than 100 countries every year. Our hostels make travel more affordable and accessible for everyone, and provide unique lodging in sought-after destinations. HI hostels are not just enjoyable places to stay — they're also places to foster a stronger global community. Our mission is to promote intercultural understanding and environmental stewardship through travel, whether through our Green Hostels Project, World Travel 101 workshops, or youth programs like Outdoor Hostel Adventures, Cultural Kitchen, and the Community Walls mural project.

Responsibilities:

- Maintain communication with the Group Sales Manager and hostels
- Respond to all calls, e-mails, faxes, and on-site inquiries from potential group business through established procedures
- Ensure no leads are abandoned and all calls/e-mails/faxes are responded to
- Educate group contacts about hostelling and determine properties that fit client needs
- Maintain positive relationships with all group leaders
- Maintain client files including correspondence, credit card info and signed contracts
- Make changes (adding/subtracting beds, cancelling reservations) and bill accordingly
- Make note of special needs for groups (wheelchair access, etc.)
- Communicate with hostels on status of group information
- Coordinate with hostel management staff to maintain seamless booking process
- Tabulate and record group overnights and revenues on monthly reports
- Work cooperatively with hostel, regional, and national staff members in a manner consistent with a team philosophy
- Other duties as assigned by management

Skills/Qualifications:

- Excellent professional writing and proofreading skills
- Demonstrated ability to coordinate and collaborate with diverse personalities
- Ability to verbally communicate effectively
- Heightened organizational skills
- Advanced working knowledge of Microsoft Excel (generate reports and use functions)
- Demonstrated passion for travel and experience as a budget traveler
- Familiarity with HI USA's Northern California hostels
- Demonstrated sales experience
- Hospitality experience a plus
- Ability to work independently

This is a Part-Time 20 -24 hour a week position.

Application

To apply, please send resume careers@hiusa.org referencing Part-time Group Sales Coordinator in the subject line.