

Inside Sales Representative

Job Description

About Heirloom

Heirloom (www.stayloom.com) is a leading provider of large-format, luxury short-term rentals on the national level. Our unique focus on providing world-class accommodations to discerning groups of travelers in premier travel destinations, combined with a tech-enabled and data-driven business strategy, has allowed Heirloom to quickly carve out a unique space for itself within the highly competitive and rapidly evolving luxury hospitality rental industry.

General Overview

The Inside Sales Representative is a central role within the Guest Communications Department. The Guest Communications Department is the face of our company - often the first point of contact for our potential, current, and past guests. The Inside Sales Representative works collaboratively with the Guest Communication Team to optimize top line revenue on a daily basis through business to customer sales. The Inside Sales Representative role is a precursor for leadership roles within the department.

Essential Functions

- Identify, pursue, and close new reservations based on availability - all leads are warm (no cold calling)
- Communicate with customers over the phone, text message, email, and online messaging platforms
- Understand and address customer needs and requirements - find creative ways to cross-sell
- Build rapport with customers through friendly, engaging, and brand-consistent communication
- Work collaboratively with sales team to meet and exceed revenue goals
- Continuously work to improve the guest experience
- Mentor more junior Guest Communications Representatives - assist in identifying potential leads
- Assist with customer support

Requisites

A successful Inside Sales Representative is a creative team player and an exceptional communicator. While we certainly welcome candidates with a formal background in sales and/or hospitality for this role, it is not a prerequisite for consideration. We welcome applicants from all backgrounds with excellent communication, leadership, and critical thinking skills looking to build a career.

- Excellent verbal *and written* communication skills
- Polished telephone manner
- Takes initiative and ownership over learning
- High energy - thrives in a fast-paced work environment
- Meticulously organized, process/detail oriented
- Technology feels intuitive
- Prior experience working in a high-volume inside sales environment is a plus
- Knowledge of hotel industry is a plus

Schedule & Compensation

The Inside Sales Representative role is a salaried, full-time role based out of Heirloom's Boston Seaport Office. In addition to a competitive base salary, this role also includes uncapped performance based pay (commission) and a benefits package (insurance, PTO, etc). The base salary for this role will be commensurate with experience.

How to Apply

Qualified applicants should submit the materials listed below to jobs@stayloom.com.

- Resume
- Cover letter specifically addressing the essential functions of this role in relation to your skills, background, and experience.
- Any additional material(s) you would like considered as part of your application