

Senior Manager, Business Development & Account Management



The hotel and lodging industry is vibrant, innovative and full of dynamic opportunities for upward mobility while serving (and supporting) its most important assets: its people. We are a dynamic, entrepreneurial organization that is poised for growth. The Senior Manager, Business Development & Account Management would join a collaborative team that is innovative, supportive and fun to work with.

Summary: Responsible for creating and strengthening relationships with 250+ Allied (vendor/supplier) members. Will support the Director, Strategic Partnerships & Business Development by leading Allied member acquisition and retainment through ongoing research, targeted outreach, savvy relationship-building and event sponsorship opportunities. Will also coordinate sponsorship benefit fulfillment to drive visibility for and recognition of Allied members' investment in AHLA.

- Prospect for Allied members based upon direction from Partnerships & Business Development team as well as proactive research and outreach.
- Manage Allied member relationships (ensure benefit fulfillment, identify high-potential members for growth).
- Regularly benchmark Allied benefits relative to leading associations; identify and secure new benefits for Allied members, where appropriate; periodically review and update Allied membership collateral.
- Maintain Allied member financial forecast for senior leaders.
- Oversee sponsorship benefit fulfillment for AHLA events and initiatives through liaising with Events and Partnerships team; collaborate with the AHLA Foundation team for sponsorship benefit fulfillment for AHLAF events.
- Assist team with data management (timely/accurate CRM system updates, invoicing and renewals, etc.).
- Collaborate cross-functionally across AHLA & AHLAF to drive member value.
- Other duties as assigned by supervisor and/or Vice President, Strategic Partnerships.

Education and Experience: Bachelor's Degree, 4-6 years of account management experience, or combination of education and experience. Knowledge and/or experience in the hospitality industry is preferred.

Skills and Attributes:

- Experienced computer and software knowledge, including Microsoft Office Suite (Word, Excel, PowerPoint, Outlook); and CRM systems such as Salesforce preferred.
- Ability to create customized presentations in PowerPoint.
- Strong presentation skills via in-person, phone and video conference.
- Self-motivated individual who is also a team player with a high level of professionalism and emotional intelligence.
- Detail oriented individual with exceptional organizational and time management skills; ability to handle multiple assignments at once.
- Excellent oral and written communication skills; willingness to be coached.
- Excellent relationship management skills (both internal and with external partners) and the ability to maintain highly confidential information.
- Enjoy working in a fun, fast-paced, entrepreneurial environment and an ability to work both independently and collaboratively across the organization.
- Positive attitude with customer service orientation and willingness to be flexible to adapt to changing needs and "roll up shirtsleeves" to get the work done; maintains grace under pressure.

Other: Position based in Washington, DC; AHLA is currently operating under a remote work environment due to the Covid-19 pandemic.

To apply, send cover letter and resume to HR@AHLA.com