Hospitality and Dining Services Job Function

FD Catering and Event Sales Professional II
Grade: 56
Job Code: Y2056P
Job Family: Catering and Event Sales
Job Family Matrix: Catering and Event Sales Matrix

Summary
Independently perform a wide range of duties related to catering and event sales including booking, selling, planning and coordinating events while assuring the highest level of customer service.

Typical Core Duties
• Promote, sell and plan events ranging in size and complexity from single-day events, to multi-day conferences, to large scale University events
• Prepare client proposals, contracts and correspondence, establish event specifics, special requests and other relevant information; communicate all event details to culinary and service teams prior to event to ensure smooth execution
• Explore opportunities to improve sales techniques and optimize revenue; ensure accurate invoicing and billing of catering events
• Collaborate with culinary and service teams in order to successfully serve guests and achieve a high level of customer satisfaction
• Cultivate new business and maintain positive relationships with existing clients; help drive sales through marketing initiatives
• Maintain and monitor sales related administrative systems to maintain, update, and communicate event information
• Perform location site visits prior to event to review sales staff and client’s vision for the event
• May prepare and conduct trainings on sales technique and proper communication
• Ensure compliance with University policies and procedures and applicable legal rules and regulations

Basic Qualifications
• Minimum of 2 years’ relevant work experience

Additional Qualifications and Skills
• Knowledge of Microsoft Word, Outlook and Excel
• Knowledge of event management software applications
• Strong communication (verbal, written, interpersonal) skills and an ability to communicate effectively with a diverse constituency

Certificates and Licenses

Physical Requirements
• Position frequently involves long hours and widely diverse duties
• Must be able to lift (approximately 20 to 30 pounds), bend, stoop and perform other physical exertion
• Ability to stand for extended periods of time

Working Conditions
• Ability to work evenings, weekends and holidays as needed
• Subject to wet floors, temperature extremes, and excessive noise
• Standing and walking for significant amounts of time is necessary