

Job Family Matrix

Job Function: Dining and Hospitality Services	Job Family: Catering and Event Sales – Professional
Job Family Summary: Perform or manage the planning and execution of catered events including selling and booking events, menu design and preparation, delivery and presentation of food and beverages to ensure engaging gatherings and experiences.	
Job Title: FD Catering and Event Sales Professional II	Job Title: FD Catering and Event Sales Professional III
Job Code: Y2056P	Job Code: Y2057P
Grade Level: 56 Exemption: Exempt	Grade Level: 57 Exemption: Exempt
Effective/Revision Date: April 2021	Effective/Revision Date: April 2021
Job 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.	Independently plan and implement a wide range of duties related to catering and event sales including booking, selling, planning and coordinating all special social events while assuring the highest level of customer service.
Typical Core Duties	
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Promote, sell and plan events ranging in size and complexity from single-day events, to multi-day conferences, to large scale University events • Negotiate and develop complex contracts, 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 • Build strong relationship with culinary and service teams, clients, and vendors in order to successfully serve guests and achieve a high level of customer satisfaction • Cultivate new business and maintain positive relationships with existing clients; develop and implement marketing strategy and related materials • Manage and monitor sales related administrative systems in order 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

Job Family Matrix

Basic Qualifications	Basic Qualifications
<ul style="list-style-type: none"> • Minimum of 2 years' relevant work experience 	<ul style="list-style-type: none"> • Bachelor's degree or equivalent work experience required • Minimum of 5 years' relevant work experience
Additional Qualifications and Skills	Additional Qualifications and Skills
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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	Certificates and Licenses
Physical Requirements	Physical Requirements
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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	Working Conditions
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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

Job Family Matrix

Job Function: Dining and Hospitality Services		Job Family: Catering and Event Sales – Management	
Job Family Summary: Perform or manage the planning and execution of catered events including selling and booking events, menu design and preparation, delivery and presentation of food and beverages to ensure engaging gatherings and experiences.			
Job Title: FD Catering and Event Sales Mgt II		Job Title: FD Catering and Event Sales Mgt III	
Job Code: Y2056M		Job Code: Y2057M	
Grade Level: 56	Exemption: Exempt	Grade Level: 57	Exemption: Exempt
Effective/Revision Date: April 2021		Effective/Revision Date: April 2021	
Job Summary		Job Summary	
Independently manage 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.		Independently plan and implement a wide range of duties related to catering and event sales including booking, selling, planning and coordinating all special social events while assuring the highest level of customer service.	
Typical Core Duties		Typical Core Duties	
<ul style="list-style-type: none"> Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment 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 Perform administrative duties, including payroll, budgeting, calendars, other documentation, etc. May prepare and conduct trainings on sales technique and proper communication Ensure compliance with University policies and procedures and applicable legal rules and regulations 		<ul style="list-style-type: none"> Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment Promote, sell and plan events ranging in size and complexity from single-day events, to multi-day conferences, to large scale University events Negotiate and develop complex contracts, 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 Build strong relationship with culinary and service teams, clients, and vendors in order to successfully serve guests and achieve a high level of customer satisfaction Cultivate new business and maintain positive relationships with existing clients; develop and implement marketing strategy and related materials Manage and monitor sales related administrative systems in order 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 Perform administrative duties, including payroll, budgeting, calendars, other documentation, etc May prepare and conduct trainings on sales technique and proper communication Ensure compliance with University policies and procedures and applicable legal rules and regulations 	
<ul style="list-style-type: none"> Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment Manage the booking process and implement events ranging in size and complexity from single-day events, to multi-day conferences, to large scale University events Manage negotiations and develop complex contracts for medium to large sized, complex events, 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 Develop and Implement strategies to improve sales techniques and optimize revenue; ensure accurate invoicing and billing of catering events Build and manage relationship with culinary and service teams, clients, and vendors in order to successfully serve guests and achieve a high level of customer satisfaction Cultivate new business and maintain positive relationships with existing clients; manage the development and implementation of marketing strategy and related materials Monitor sales related administrative systems in order to track sales and trends Perform administrative duties, including payroll, budgeting, calendars, other documentation, etc. Assist with the development of trainings on sales technique and proper communication Ensure compliance with University policies and procedures and applicable legal rules and regulations 			

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Basic Qualifications	Basic Qualifications	Basic Qualifications
<ul style="list-style-type: none"> • Minimum of 2 years of related experience 	<ul style="list-style-type: none"> • Bachelor's Degree related field or equivalent relevant training and experience • Minimum of 5 years of relevant work experience • Supervisory experience 	<ul style="list-style-type: none"> • Bachelor's Degree related field or equivalent relevant training and experience • Minimum of 7 years relevant work experience • Supervisory experience
Additional Qualifications and Skills	Additional Qualifications and Skills	Additional Qualifications and Skills
<ul style="list-style-type: none"> • Supervisory experience • 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 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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	Certificates and Licenses	Certificates and Licenses
Physical Requirements	Physical Requirements	Physical Requirements
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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	Working Conditions	Working Conditions
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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

Job Family Matrix

Job Function: Dining and Hospitality Services	Job Family: Catering and Event Sales – Management
Job Family Summary: Perform or manage the planning and execution of catered events including selling and booking events, menu design and preparation, delivery and presentation of food and beverages to ensure engaging gatherings and experiences.	
Job Title: FD Catering and Event Sales Mgt V	Job Title: FD Catering and Event Sales Mgt VI
Job Code: Y2059M	Job Code: Y2060M
Grade Level: 59 Exemption: Exempt	Grade Level: 60 Exemption: Exempt
Effective/Revision Date: April 2021	Effective/Revision Date: April 2021
Job Summary	Job Summary
Lead the management of a wide range of duties related to catering and event sales including booking, selling, planning and coordinating all special social events while assuring the highest level of customer service	Direct a wide range of duties related to catering and event sales including booking, selling, planning and coordinating all special social events while assuring the highest level of customer service.
Typical Core Duties	Typical Core Duties
<ul style="list-style-type: none"> • Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment • Lead the booking process and implement events ranging in size and complexity from single-day events, to multi-day conferences, to large scale University events • Lead the negotiations of contracts for large sized events, 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 • Lead the development and implementation of strategies to improve sales techniques and optimize revenue; ensure accurate invoicing and billing of catering events • Manage relationship and communication with department vendors • Lead administrative duties, including inventory, payroll, budgeting, calendars, documentation, and ordering supplies • Manage the financial viability of the business unit through active development and management of budgets based on realistic goals tailored appropriately to changing financial conditions both within and beyond the University • Assist with the development of marketing materials and implement outreach initiatives to acquire new business and maintain current client relationships; meet regularly with key university clients and stakeholders • Lead the development and implementation of relevant trainings to increase knowledge and ability of department staff • Ensure high standards are consistently met with regard to quality assurance related to food, sanitation, equipment, facility maintenance and management and safety • Collaborate with University departments to develop related programs and initiatives • Ensure compliance with University policies and procedures and applicable legal rules and regulations 	<ul style="list-style-type: none"> • Responsible for effective staff management, including hiring and orientation, training and development, workflow and performance management, and the promotion of an inclusive and innovative work environment • Direct the booking process and implement events ranging in size and complexity from single-day events, to multi-day conferences, to large scale University events • Develop detailed contracts for large sized, complex events, 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 • Direct the development and implementation of strategies to improve sales techniques and optimize revenue; ensure accurate invoicing and billing of catering events • Manage relationship and communication with department vendors • Direct administrative duties, including inventory, payroll, budgeting, calendars, documentation, and ordering supplies • Direct the financial viability of the business unit through active development and management of budgets based on realistic goals tailored appropriately to changing financial conditions both within and beyond the University • Develop marketing materials and implement outreach initiatives to acquire new business and maintain current client relationships; meet regularly with key university clients and stakeholders • Direct the development and implementation of relevant trainings to increase knowledge and ability of department staff • Ensure high standards are consistently met with regard to quality assurance related to food, sanitation, equipment, facility maintenance and management and safety • Collaborate with University departments to develop related programs and initiatives • Ensure compliance with University policies and procedures and applicable legal rules and regulations

Job Family Matrix

Basic Qualifications	Basic Qualifications
<ul style="list-style-type: none"> • Bachelor's degree or equivalent work experience required • Minimum of 8 years' relevant work experience • Supervisory experience 	<ul style="list-style-type: none"> • Bachelor's degree or equivalent work experience required • Minimum of 10 years' relevant work experience • Supervisory experience
Additional Qualifications and Skills	Additional Qualifications and Skills
<ul style="list-style-type: none"> • Experience managing a unionized workforce preferred • 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 	<ul style="list-style-type: none"> • Experience managing a unionized workforce preferred • 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	Certificates and Licenses
Physical Requirements	Physical Requirements
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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	Working Conditions
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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