

Hospitality and Dining Services Job Function

FD Catering and Events Sales Mgt II

Grade: 56

Job Code: Y2056M

Job Family: Catering and Event Sales

Job Family Matrix: [Catering and Event Sales Matrix](#)

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.

Typical Core Duties

- 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

Basic Qualifications

- Minimum of 2 years' relevant work experience

Additional Qualifications and Skills

- 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

Certificates and Licenses

Physical Requirements

- Position frequently involves long hours and widely diverse duties
- Must be able to lift, bend, stoop and perform regular walking and standing
- Subject to wet floors, temperature extremes, and excessive noise

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