

Hospitality and Dining Services Job Function

FD Catering and Events Sales Mgt III

Grade: 57

Job Code: Y2057M

Job Family: Catering and Event Sales

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

Summary

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

- 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

Basic Qualifications

- Bachelor's Degree related field or equivalent relevant training and experience
- Minimum of 5 years of relevant work experience
- Supervisory 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, 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