

Hospitality and Dining Services Job Function

FD Catering and Events Sales Mgt IV

Grade: 58

Job Code: Y2058M

Job Family: Catering and Event Sales

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

Summary

Manage 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
- 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

Basic Qualifications

- Bachelor's Degree related field or equivalent relevant training and experience
- Minimum of 7 years 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 (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