

Hospitality and Dining Services Job Function

FD Catering and Events Sales Mgt V

Grade: 60

Job Code: Y2060M

Job Family: Catering and Event Sales

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

Summary

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

- 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

Basic Qualifications

- Bachelor's degree or equivalent work experience required
- Minimum of 10 years' relevant work experience
- Supervisory experience

Additional Qualifications and Skills

- 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

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