

## Job Description

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<b>Job Title:</b>	Catering and Events Administrative Coordinator
<b>Department:</b>	Food Services
<b>Reports To:</b>	Catering Manager
<b>Jobs Reporting:</b>	Part-time casual employee
<b>Salary Grade:</b>	USG 5
<b>Effective Date:</b>	May 2017

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### **Primary Purpose**

This position is responsible for the day-to-day administrative duties and financial reconciliation related to the operations of Catering and Event Services. The Catering and Events Administrative Coordinator develops customer contracts for both on and off campus clients. This position is responsible for the supervision of one part-time casual employee.

### **Key Accountabilities**

*List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of "what" the job does not the "how". Insert a category heading and in bullet form below, state specific responsibilities.*

#### **Sales and Supervision**

- Supervise and lead the part-time office employee(s) through training, coaching, and developing including completing performance evaluations.
- Generate customer contracts for deliveries and full-service events including necessary applications and permits as needed for internal and external clients.
- Conduct tours, consult and meet with clients to provide in-house event planning support.
- Support clients and manage event details with catering requirements for deliveries, luncheons, dinners, receptions and bar services. This could include providing specialized service to clients involving the coordination of custom items such as centerpieces and rentals.
- Support the management team by maintaining and sharing all contracted business and related information in an organized and cohesive manner.
- Promote and provide growth in sales through direct customer contact, upselling and marketing initiatives.
- Manage room bookings for all event spaces ensuring bookings are appropriate and fit the scope of the operation.

#### **Financial Responsibilities**

- Financial reporting including preparation of bank deposits and daily invoices.
- Reconcile internal and external event orders to actual package provided and submit necessary journal vouchers and invoices to finance.
- Responsible for reconciliation of financial activity on event management software daily and monthly.
- Verify the accuracy of the monthly general ledger transactions.
- Maintain up-to-date financial templates with the latest account numbers and catering information.
- Adhere to cash handling procedures including daily cash reconciliation, bank deposits, cash float/change fund preparation, security and submission of required reports to the administrative office.
- Coordinate preparation of Conference Management invoices, journaling and submitting for payment.

#### **Manage Administrative Duties**

- Create and maintain standard operating procedures manual with respect to daily operations.
- Evaluate current administrative processes and procedures as needed. Develop/implement more efficient procedures to ensure efficient information flow as needed.
- Provide a positive first point of contact and information hub for all unit staff including manager, supervisors, kitchen staff and part time staff with regards to the day-to-day operations.
- Maintenance of office supplies and equipment.

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<ul style="list-style-type: none"> <li>Ensure the on-line ordering system within the event management software is updated and maintained in a timely manner.</li> </ul>
<p><b>Contribute to the Enhancement of a Positive Customer Experience</b></p> <ul style="list-style-type: none"> <li>Exercise skillful problem solving in a fast-paced environment to ensure a seamless customer experience.</li> <li>Provide positive first point of contact for all clients, ensuring the office is welcoming and presentable.</li> <li>Promote Catering and Event Services menu to potential and existing clients.</li> <li>Respond to client requests from email, phone calls and online ordering. This includes the correspondence and coordination of large accounts involving corresponding with over 100 external co-op employers.</li> <li>Continued analysis of customer service levels and ensuring expectations are exceeded.</li> </ul>
<p><b>Other Duties as Assigned</b></p> <ul style="list-style-type: none"> <li>Providing and collecting information for special projects and other duties as assigned (i.e. Building Fire Warden)</li> </ul>

### Required Qualifications

*If hiring today, what would be the required education, experience, knowledge, skills and abilities?*

<p><b>Education</b></p> <ul style="list-style-type: none"> <li>College diploma or equivalent experience in an office and administrative environment</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Minimum of 2 years' experience working in an office environment.</li> <li>Supervisory experience in an office environment is an asset.</li> <li>Administrative experience in a fast-paced environment with the ability to manage multiple priorities simultaneously.</li> <li>Practical experience in the hospitality and food services business preferred.</li> </ul>
<p><b>Knowledge/Skills/Abilities</b></p> <ul style="list-style-type: none"> <li>Demonstrated leadership and mentorship skills.</li> <li>Ability to work with a high degree of accuracy, confidentiality and attention to detail</li> <li>Excellent interpersonal and communication skills.</li> <li>Strong analytical, organizational &amp; customer service skills.</li> <li>Ability to work independently and as a team player with the ability to prioritize and work with frequent interruptions.</li> <li>Working knowledge of the University's financial policies and procedures preferred.</li> <li>Proficient in the use of MS Office, Outlook and SharePoint</li> <li>Proficient in the use of data management software such as QS2, Eventworx and Unit 4 Financial Software</li> </ul>

### Nature and Scope

- Contacts:** Communicates with members of the University community and external community providing exceptional customer service. Collaborates with external suppliers, vendors and liaise with professional network.
- Level of Responsibility:** Supervises, directs and audits work of casual part-time office staff. Coordinates specialized functions within the department and is responsible for the work within that area of responsibility to support operations.
- Decision-Making Authority:** Determines task priority in a multi-tasking, deadline-oriented environment. Makes independent judgement in areas of time management, task prioritization and decision making.
- Physical and Sensory Demands:** Minimal demands primarily operating within an office environment. Occasional hands-on activities within a restaurant setting and requires minimal exertion of physical effort.
- Working Environment:** Team environment in an office based setting. Periods of high volume of orders and events.