

Job Description

Job Title:	Office Assistant – Catering & Event Services
Department:	Food Services
Reports To:	Manager, Operations
Jobs Reporting:	N/A
Salary Grade:	USG 4
Effective Date:	April 2018

Primary Purpose

This position assists with the day-to-day administrative duties for Catering and Event Services and is the first point of contact for visitors. The incumbent develops customer contracts for both on and off campus clients and responds to general inquiries, triaging as appropriate.

Key Accountabilities

General Administrative Support & Finance

- Generate customer contracts for deliveries and full-service events including necessary applications and permits for internal and external clients.
- 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 and coordinating custom items such as centerpieces and rentals.
- Support the management team by maintaining and sharing contracted business and related information in an organized and cohesive manner.
- Manage room bookings for event spaces.
- Assist with financial reporting including preparation of bank deposits and daily invoices.
- 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.

Reception Duties

- Exercise skillful problem solving in a fast-paced environment to ensure a seamless customer experience.
- Provide positive first point of contact for all clients, ensuring the office is welcoming and presentable.
- Promote Catering and Event Services menu to potential and existing clients.
- Respond to client requests from email, phone calls and online ordering.
- Receive, sort, and distribute incoming daily mail for the department.
- Assist with the maintenance of office supplies and equipment.

Other

- Other projects and duties relating to food service administration as required.
- Identify and assist in implementing opportunities to improve processes.

Required Qualifications

Education
<ul style="list-style-type: none">• Completion of a post-secondary program or combination of education and experience.
Experience
<ul style="list-style-type: none">• Minimum 2 years' experience in an administrative role.• Previous experience with data entry and cash handling would be an asset.
Knowledge/Skills/Abilities
<ul style="list-style-type: none">• Must be detail orientated and have accurate keying skills in a busy office environment with frequent interruptions and distractions.• Possess excellent customer service skills with a high degree of professionalism and courtesy.• Demonstrated ability to take initiative and work independently and in a team setting.• Excellent communication (written and verbal), organizational and interpersonal skills are required.• Must be proficient with Windows, Microsoft Excel, Word, Internet and Email.

Nature and Scope

- **Contacts:** Communicates with all levels of department staff and external customers, suppliers, and vendors by responding to questions and inquiries. Providing general information typically found on publicly accessible resources (i.e. websites).
- **Level of Responsibility:** The position has no direct supervision of others.
- **Decision-Making Authority:** Expected to work independently and prioritize workload in order to meet deadlines. Seek out assistance when direction is required and when solving complex problems.
- **Physical and Sensory Demands:** Minimal physical demands typical of an office environment. Keen attention to detail is required to ensure accurate results. Required to be able to stay on task while dealing with interruptions and distractions.
- **Working Environment:** Minimal exposure to disagreeable working conditions typical of working in an office environment. There may be periods of irregular and/or high volumes of workload. The incumbent must have a flexible schedule and be willing to work early mornings or late evenings to accommodate event schedules or busier periods for the operation.