

# Manager of Catering and Conference Services

## Introduction

With a prime focus on delivering an outstanding guest service experience, the Manager of Catering and Conference Services coordinates event space and banquet operations. This role serves as an ambassador that liaises between multiple departments and external vendors. Reporting to the Director of Operations, this is a pivotal role in the CCOA's goal to meet and exceed the expectations of our clients.

## Responsibilities

- Meet or exceed monthly activity forecasts.
- Supports the sales manager in the procurement and solicitation of new clients and contracts.
- Secure, plan and execute all event function specifics.
- Work collaboratively with the various departments for all internal events (i.e., space requirements, publicity, time schedule, food service, decorations, etc.).
- Clearly communicate accurately to operations the details of client/contract expectations.
- Process reports including forecasting and booking space.
- Ensure customer satisfaction by performing post event follow-ups.
- Ensure enforcement and communicate CCOA security policies and procedures (including emergency procedures).
- Handle inquiries on a consistent basis (e.g., measure budget needs, date flexibility, space requirement, competitive information etc.).
- Manage relationships with existing and previous wedding clients and business accounts, to meet/exceed revenue goals.
- Conduct site tours and demonstrate knowledge and proficiency to clients during sites by anticipating and determining their needs and requirements for event set up, logistics and event success.
- Review rental/catering contracts as well as other important client event information - cut-off dates, special concessions, deposit schedules and validates with client via turnover letter. Monitor and enforce program deadline dates and works with clients to release meeting space not needed to maximize CCOA revenues.
- Maintain strong client relations and captures the client's vision and effectively conveys the specifications to appropriate departments, rapidly responding to inquiries, concerns, and issues, ensuring an exceptional client experience while seeding future bookings.
- Assemble consistent and concise event orders that clearly represent every requirement, including client approved floor plans for all departments.
- Conduct pre-conference meetings with clients and pertinent departments to confirm all relevant details are communicated.

- Maintain and manage files, budget, records, contacts, planning activities, and contracts for all rentals and conference events.
- Other duties as assigned.

## Qualifications & Skills

- Bachelor's degree or diploma in related field with 2 years' service/sales experience is preferred.
- Proficient in computer applications such as Excel, Word, Outlook and PowerPoint.
- Experience using event management software is an asset.
- Valid driver's license.
- Strong written and verbal communication skills.
- Professional knowledge of food and wine.
- Strong knowledge of the local market, travel/tourism industry and current market trends.
- Exceptional customer service skills, team player, with the ability to establish collaborative working relationships.
- Proven abilities in decision making and problem solving.
- Proven experience in meeting target goals with a positive, supportive leadership style.
- Flexibility to work evenings and weekends when necessary.

## How to Apply

By email to the attention of John Mooy, HR Director, at [careers@confederationcentre.com](mailto:careers@confederationcentre.com) or in hard copy during regular business hours at the Security Desk of the Administration Offices located at **145 Richmond Street** in Charlottetown.

Confederation Centre of the Arts is committed to promoting a diverse workplace culture. We encourage applications from the BIPOC community, persons with disabilities, and other underrepresented groups. Where requested, we will provide accommodations to candidates for all aspects of the recruitment and selection process.

**Closing Date: 5:00pm February 10, 2023**

Posted Date: Salary Range: 50,000 – 65,000 per annum

We appreciate the interest of all applicants for this position. However, only candidates selected for an interview will be contacted.