

## Job Description

<b>JOB TITLE:</b>	Catering and Event Services Assistant Supervisor	<b>DATE:</b>	November 22, 2016
<b>REPORTS TO:</b>	Conference Manager		
<b>JOBS REPORTING:</b>	Seasonal Co-op Students		
<b>LOCATION:</b>	Main Campus		
<b>GRADE:</b>	USG 5		
<b>DEPARTMENT:</b>	UW Food Services		

**PRIMARY PURPOSE:** Oversee the day-to-day aspects of the Summer Accommodations program. and fulfill sales, event coordination, event supervision and administrative duties for Catering and Event Services.

**KEY ACCOUNTABILITIES:**

*Include 3-4 key accountabilities of the role. These key accountabilities should reflect 80%-90% of "what the job does not the "how".*

<b>1.</b>	<p>Oversee the day-to-day aspects of the Summer Accommodations program</p> <ul style="list-style-type: none"> <li>• Recruit, train and oversee the work of the front desk coop students and support staff</li> <li>• Schedule staff and create payroll records for staff shifts</li> <li>• Ongoing performance management of staff and conduct mid-term and final evaluations for coop students</li> <li>• Perform regular audits on supply and equipment inventory as necessary to operate effectively</li> <li>• Create and maintain cleaning calendar to ensure that guest rooms and residence facilities are properly prepared and maintained</li> <li>• Liaise with laundry company to ensure linens are laundered and delivered to the appropriate area</li> <li>• Coordinate facility cleaning requirements to UW cleaning services employees and contracted cleaning services employees</li> <li>• Submit work orders and ensure repairs are completed in residence facilities</li> <li>• Coordinate preventative maintenance and capital improvement in residence facilities</li> <li>• Coordinate client event requirements which may include: accommodations, meeting rooms, food services, parking and signage</li> <li>• Develop training programs, employee manuals, shift guidelines and standard operating procedures for Summer Accommodations</li> <li>• Assist Conference Manager with registration services when required</li> <li>• Assist in creating "end of season" reports that summarize the conference season including making recommendations to improve services and improve operating procedures.</li> <li>• Assist in implementing overall marketing and outreach plan</li> </ul>
<b>2.</b>	<p>Sales and supervision for Catering and Event Services</p> <ul style="list-style-type: none"> <li>• Promote and provide growth in sales through direct customer contact, upselling and marketing initiatives.</li> <li>• Organize client events which could include client meetings, contract preparation, supervision of events, post-event follow-up and billing.</li> <li>• Ensure all health, safety, sanitation and maintenance standards are met</li> </ul>
<b>3.</b>	<p>Contribute to the enhancement of a positive customer experience</p> <ul style="list-style-type: none"> <li>• Maintain high customer service levels by initiating as needed improvement tactics and coaching staff</li> <li>• Diffuse and rectify guest complaints and concerns.</li> <li>• Work with a high degree of professionalism and courtesy when dealing with students, guests, staff and faculty</li> <li>• Anticipate needs of clients and offer suggestions to improve their experience</li> <li>• May be required to work in other UW Food Services units as needed and performs other duties as assigned</li> </ul>
<b>4.</b>	Financial Responsibilities

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	<ul style="list-style-type: none"> <li>• Assist with establishing the annual budget for Summer Accommodations</li> <li>• Prepare and reconcile web and bank deposits as required</li> <li>• Allocate revenue to the appropriate accounts and journal within the management software</li> <li>• Investigate cash float shortages and maintain related procedural documentation as required.</li> <li>• Ensure financial templates are kept up-to-date with latest account numbers and conference information</li> <li>• Perform monthly audits of all revenue and expense accounts as required</li> </ul>
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### POSITION REQUIREMENTS:

*If hiring today, what would be the minimum requirements?*

**Education:** A diploma in Food and Beverage management or equivalent education and work related experience

**Experience:**

- Several years' recent experience in hotel, quick service or institutional food service environment.
- Experience supervising in a unionized environment and working with student employees.
- Proven ability to work with a minimum of supervision in a fast paced, customer oriented environment.
- Excellent motivator with highly developed interpersonal, organization and communication skills (written and oral).
- Smart serve certified
- Inventory and cash controls, food and labour cost control and providing exceptional customer service.
- Proficient in the use of common computer software programs

### Technical:

MS Word	Excel	PowerPoint	Other
Basic	Basic	Basic	Event Management Software

### NATURE AND SCOPE:

- **Interpersonal Skills:** Internally, communicates and develops relationships with employees within specific departments such as Housing and units of all categories and levels including Full-time and Part-time hourly staff using a high level of tact and diplomacy. Externally, this position interacts with customers, staff, faculty, students, vendors and suppliers.
- **Level of Responsibility:** Operational oversight over the Summer Accommodations program which includes supervision of seasonal co-op students and provides direction to cleaning staff. Oversight over Catering and Event Services functions which includes supervision of hourly and part time staff.
- **Decision-Making Authority:** Makes frequent, timely, independent and diverse decisions based on general guidelines and directives. Requires flexibility in decision-making, responding to changing priorities and competing demands.
- **Physical and Sensory Demands:** Occasional hands-on activities and requires moderate exertion of physical effort.
- **Working Environment:** The variety of tasks and interruptions are high. Must maintain a flexible schedule which includes evening and weekends and longer hours to accommodate event schedules or busier periods for the operation. Must be available to work on an on-call rotation during the spring term.