



CATERING EVENT MANAGER JOB DESCRIPTION

Position title: Catering Event Manager
Exempt/Non-exempt: Exempt
Division/Department: Sales Department
Reports to (title): Director of Sales & Events
Supervises: None
Date: March 8, 2021

OVERVIEW:

The Catering Event Manager is responsible for assisting the Sales & Events Department with planning, detailing and executing a combination of non-profit, social and wedding events at The Duke Mansion. This involves the handling of all the event details and preparation leading up to the event as well as being the onsite contact during event execution. The Catering Event Manager will work closely with clients to ensure their event is a success and to follow up with the client to get feedback after the event is through. This position involves managing client relations as well as employee and vendor relations to run a smooth operation.

CORE RESPONSIBILITIES:

- Responsible for managing event details including but not limited to setup, menu, timeline etc.
- Create and manage banquet event orders and rooming lists through venue operating systems.
- Obtain and manage rooming lists for groups with overnight stays.
- Work collaboratively with service department to ensure the client's needs are met and communicated accurately and efficiently to all departments through banquet event orders and diagrams.
- Build and strengthen relationships with new and existing clients to enhance guest experiences and cultivate future business.
- Responsible for preparing invoices at the conclusion of each event for client and accounting.
- Work with additional vendors for client needs that are outsourced including parking and rental equipment.
- Coding vendor invoices for each event for accounts payable.



THE DUKE MANSION

Historic Inn & Meeting Place

ADDITIONAL RESPONSIBILITIES:

- ❑ Attend weekly sales meetings, BEO meetings & operations meetings.
- ❑ Become knowledgeable about all hotel capabilities and services including front desk, reservations and rooms.
- ❑ Understand and support our brand expectations of customer service.
- ❑ Execute exemplary customer service to ensure client satisfaction before, during and after the event.
- ❑ Assist with special projects for marketing the property

SKILLS:

- ❑ Working knowledge of Delphi, RoomMaster, AllSeated (or similar) and Microsoft Office.
- ❑ Excellent time management skills.
- ❑ Strong organization and communication skills.
- ❑ Comfortable learning and operating audio/visual equipment.

EDUCATION & EXPERIENCE:

- ❑ 2 or 4 year degree from an accredited university in Business Administration, Marketing, Hotel and Restaurant Management or related major.

OR

- ❑ 2 years of experience in sales and marketing, guest services, front desk, or related professional area.

SCHEDULE:

- ❑ Sales office hours are Monday – Friday however, social and wedding related business will require occasional Saturday and Sunday coverage.
- ❑ Able to work evenings, weekends and holiday as business demands.

FOR CONSIDERATION

- ❑ Please email Brittney Derrick directly with your resume and any pertinent information at bderrick@dukemansion.org.

The Duke Mansion, listed on the National Register of Historic Places, is a nonprofit created and operated by The Lynnwood Foundation which also created and operates The Lee Institute.