

## JOB DESCRIPTION

### **CATERING AND CONFERENCE COORDINATOR**

BUSINESS OPERATIONS DIVISION

UNIVERSITY OF VICTORIA STUDENTS' SOCIETY

#### **FUNCTION:**

1. Assist the Catering and Conference Manager with catering and conference bookings in the Student Union Building (SUB).

#### **ORGANIZATIONAL RELATIONSHIPS:**

1. Report and is responsible to the Catering and Conference Manager but under the overall authority of the General Manager.

#### **ORGANIZATIONAL BACKGROUND:**

1. Founded in 1964, the University of Victoria Students' Society (UVSS) is an incorporated membership based non-profit that is autonomous from the University and provides advocacy, services and events to all undergraduate students at UVic.

#### **DUTIES:**

1. Assist in the coordination, set-up and execution of catering and conferences in the Student Union Building.
2. Assist with the coordination of all relevant departments and staff to ensure the professional delivery of services to catering and conference clientele.
3. Provide customer service and respond to inquiries.
4. Assist in the coordination of account balances and invoices.
5. Adhere to Liquor Control Act and health regulations.
6. Book and confirm meetings and events.
7. Address client concerns and troubleshoot meetings.
8. Provide staff coverage in the Catering and Conference office as needed.
9. Other related duties as assigned by the Catering and Conference Manager and/or the General Manager.

#### **QUALIFICATIONS:**

##### **Required**

1. One (1) year work experience coordinating meetings and conferences.
2. Six (6) months' supervisory experience.
3. Valid Serving it Right certificate.
4. Valid FOODSAFE Level 1 certificate.
5. Dedicated to a high level of customer service.
6. Must be able to work as part of a team.
7. Be punctual and reliable.
8. Ability to work independently with little supervision.
9. Ability to be flexible under stress and in dealing with difficult people.
10. Demonstrated professional interpersonal skills.
11. Demonstrated attention to detail.
12. Able to work evening and weekend hours as required.
13. Experience with operating audiovisual equipment and troubleshooting technical issues.
14. Computer and spreadsheet systems experience.

This is a permanent job filled by a full-time employee, and is a unionized position with the United Steelworkers. The University of Victoria Students' Society is an equal opportunity employer.

Amended LMC Email 2019-03-29