

## 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, under the overall authority of the General Manager.
2. Works closely with relevant Student Staff, Sous Chef (Catering), General Office, and relevant UVic departments.

#### **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. Assists in the coordination, set-up and execution of catering and conferences in the Student Union Building.
2. Coordinate all relevant departments and staff, and supervision of staff, to ensure the professional delivery of services to catering and conference clientele.
3. Provides customer service and responds to inquiries.
4. Assists in the coordination of account balances and invoices.
5. Adheres to Liquor Control Act and health regulations.
6. Books and confirms meetings and events.
7. Addresses client concerns and troubleshoots meetings.
8. Provides staff coverage in the Catering and Conference office as needed.
9. Ensure staff follow all UVSS policies and procedures and the USW Collective Agreement, notifying the General Manager of any breaches.
10. Assist in scheduling employees, finding replacements for absent employees and assisting during busy periods where needed.
11. Proactively inform the Catering and Conferences Manager or Food Services Manager about any relevant problems or other noteworthy points.
12. Assist the Catering and Conferences Manager in the development and testing of new recipes and re-evaluation of all recipes/menus on a regular basis.
13. Ensure food and beverages prepared safely, consistently, and presented in an aesthetically pleasing manner.
14. Organize and clean kitchen and storage areas and ensure relevant equipment is cleaned, maintained and in good working order.
15. Assists in supporting relevant staff in navigating conflict and difficult and/or elevated customer interactions.
16. Helps to ensure that Catering and Conferences operations are safer spaces, in collaboration with the Catering and Conferences Manager General Manager.
17. Conducts other related duties as assigned by the Catering and Conference Manager and/or the General Manager.

**QUALIFICATIONS:****Required:**

1. One year work experience catering, coordinating meetings and conferences.
2. One year experience training and supervising staff.
3. Valid Serving it Right and Food Safe Level 1 certificates.
4. Dedicated to a high level of customer service.
5. Ability to be punctual, reliable, and able to work as part of a team.
6. Ability to work independently with little supervision.
7. Ability to be flexible under stress and to effectively deal with people in challenging circumstances.
8. Demonstrated professional interpersonal skills.
9. Demonstrated attention to detail.
10. Experience operating audiovisual equipment and troubleshooting technical issues.
11. Experience with word-processing and spreadsheet programs, including Microsoft Office.
12. Able to work evening and weekend hours as required.

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.