



## POSITION DESCRIPTION

Position Title: Assistant Manager, Event Operations  
Department: Food and Beverage  
Employment Type: Full-time

### POSITION SUMMARY

Reporting to the Manager, Event Operations, the Assistant Manager, Event Operations is responsible to take a leading role in the organization of daily operations, training, systems and procedures, standards of service for all events. Direct reports include Supervisor, Event Operations and event staff.

### KEY RESPONSIBILITIES

- Plan, coordinate, and direct workflow of tasks to ensure all room set-ups and catering logistical requirements are met or exceeded for all catered functions, and events.
- Participate in supervising teamwork, including training, performance management, and coaching staff on customer expectations and technical aspects of the space.
- Coordinate the requirements of the on-campus delivery and catering program.
- Ensure that the MCEC department meets operational compliance with relevant federal, provincial, municipal and university legal and policy requirements including but not limited to:
  - health and fire safety
  - responsible alcohol service
  - food safety
  - emergency preparedness
  - scissor and man lifts
  - MCEC delivery vehicle
- Ensure proper storage and maintain inventory controls related to event set-up and A/V equipment.
- Identify items and areas which require maintenance, submit tickets to the Facilities team and work with them to schedule a time for the work to be conducted.
- Maintain accurate inventories of all supplies, furniture, fixtures, and equipment, including all catering, linen, decor, and alcohol related supplies. Identify product supply needs and prepare required supplier orders.
- Provide summarized client feedback to the C&E department with the goal of increasing customer experience.
- Ensure all spaces are maintained and cleaned.
- Hire, train and schedule hourly event staff. Plan and communicate daily assignments for all levels of staff.

- Oversee the logistics of on-campus delivery and catered events. Personal participation, as appropriate, in the actual provision of guest service requirements is expected.
- Manage the proper preparation and closure of events, including cleaning, alcohol consumption tabulation, cash outs, setting up for the following day's events and that all C&E spaces are secure.
- Work closely with Sales and Coordination team to ensure the timely, accurate planning and execution of events.
- Communicate with other SU departments regarding staffing, liquor and other event related needs.
- Provide support to the other food and beverage departments to facilitate effective product ordering, equipment set up and staffing.
- Seek to continuously improve the guest experience, especially with regards to service, set up and aesthetic touches.
- Focus on controlling costs and labour expenses related to event execution.
- Assist with administrative tasks where necessary, and perform other duties as assigned by the Manager, Operations.

### **RECOMMENDATIONS, DECISION AND AUTONOMY**

The position exercises considerable judgment in handling a variety of conventional problems and situations. Some standards and guidelines exist to assist in decision-making. Judgment is mainly operational, in that choices are generally made as to what and how the operations are completed. Reasoning is required to select the practical course of action.

The position works independently in planning and carrying out work that utilizes established methods, standard practices and/or clearly defined precedents while fulfilling related aspects of service agreements with various clients. The position works under general direction and guidance when working on new or complex tasks or projects. Unusual or unique situations are executed in consultation with the Manager, Event Operations.

### **INFLUENCE – INTERNAL/EXTERNAL**

Internal Contacts: Conference and Events Department, Executive Chef and culinary team, Den Management Team, Accounting Department, Facilities Department, Students, SU Staff and Executives, Student Services and Clubs and Programs Department.

External Contacts: On-Campus Clients, Off-Campus Clients, Outside Inquires, Wholesale and Retail Suppliers and Agents and Outside Organizers (Event Planners, Sub-Contractors).

## **LEADERSHIP**

The position is responsible for supervising and ongoing training of a team of hourly employees and salaried supervisors. Supervisory duties include shift task assignment, planning and directing workflow as per operating standards and general procedures, assisting with performance evaluations, and improving operations. The position makes recommendations on staff hiring and performance, which are communicated to the Manager, Event Operations.

## **WORKING CONDITIONS**

This is an active position involving but not limited to the following:

- lifting/carrying: 10 to 40 lbs.
- pushing/pulling: 10 to 80 lbs. daily
- balancing banquet trays
- standing and walking for extended periods of time
- repetitive motions: walking, bending, lifting
- operation of aerial lifts
- variable temperatures
- indoor and outdoor functions
- high level of public interaction
- facility congestion and noise

Scheduling flexibility is required, including the ability to work late nights, early mornings, and weekends.

## **REQUIRED COMPETENCIES**

- Exceptional customer service skills.
- Encourage staff development through coaching.
- Demonstrated team-orientation with equal ability to work well individually.
- Strong organizational and coordination skills.
- Ability to maintain composure and objectivity under pressure.
- Health and safety consciousness with dedication to maintaining a safe work environment.
- Effective decision making and problem-solving skills, including the ability to take initiative to identify issues, and evaluate and select alternative courses of action to solve daily issues and challenges.
- Excellent communication and interpersonal skills.

Technical Requirements:

- Intermediate computer skills (MS Excel, Word) and the ability to use company issued iPad/iPhone to review daily documents and submit required reports.
- Proficiency in using a variety of catering and management software is required (Opera, Prismm, Formitize, 7Shifts, Dropbox and Square P.O.S.).
- Knowledge of current industry standards.
- Technical proficiency in audio-visual equipment set-up and troubleshooting.

## EDUCATION AND EXPERIENCE

- A related post-secondary degree or diploma in Hospitality Management, or a related discipline, combined with a minimum of 2 years food and beverage supervisory experience.
- Previous experience working within an university setting would be considered an asset.
- Valid certification in: WHMIS, First Aid, ProServe and ProTect. On Job certification provided for: Safe Food Handling, Fall Protection and Lift Operator.
- **A valid class 5 Alberta driver's license is mandatory.**