



Mission: We create **memorable experiences** that exceed expectations and **inspire each guest** to return and celebrate.

Values: Advancement, Honesty, Excellence, Accountability, and Detail.

Job Description

Position/Title: Events Coordinator

Reports to: Events Manager

Essential Functions:

- Prospect and sell events
- Attend to client from sale to end of event
- Detail out each event with a BEO
- Produce/Lead event operation

Responsibilities/Tasks:

Manages Operations

- Ensures clients are well attended to and satisfaction ratings are high.
- Develops and maintains operational processes and procedures.
- Approves and cultivates relationships with vendors and suppliers.
- Investigates and resolves client concerns.
- Oversees all health and safety regulations.
- Attends staff meetings and Marketing Meetings, reports on results for bookings, pending events, and any upcoming needs.
- Create and Implement Events/Weddings SOP's
- Walk through venues to ensure they are cleaned and prepared for service
- Oversee Events/Wedding Coordinators and Coordinator Assistants
- Report supplies/linen orders as needed
- Creates weekly staff schedules
- Create and conduct performance reviews for coordinators, assistants and staff.

Prospect Clients

- Review and follow up with previous corporations and clients from Caterease.
- Cold call businesses in area.
- Create process for tracking prospects and keep current.
- Participate actively in Chamber of Commerce and local civic organizations.
- Collaborate with Marketing and PR to maintain an active social media presence.
- Work with Events Manager to produce promotional events

Create Event Packages

- Work with Events Manager to develop event offerings and pricing
- Create a pricing mechanism for parties

Builds Team

- Hires staff for all events department positions.
- Develops training program for all Event staff.
- Trains staff on event processes and procedures.

- Empowers Coordinators to take responsibility for event from sale to clean up.
- Conduct One on One Meeting with Event Coordinators and Coordinator assistants

Sell Event Offerings

- Set up and Conduct Venue tours with potential clients.
- Follow up with inquiries, date holds, contracts and tours in a timely manner.
- Meet with clients to determine event needs.
- Facilitate meeting with Coordinator and Client about details.
- Creates event contracts and ensures the details are correct and followed.
- Collaborate with Coordinator and make sure client invoicing is correct and current.
- Meet monthly goals.

Manages Clients

- Contacts client and makes introduction.
- Meets and reviews with client event vision and brainstorm options.
- Enters new client's information into Caterease.
- Nurtures client's trust through swift follow up.
- Keeps client informed of status/deadlines throughout planning and day of event.
- Follows up with clients after Event.
- Can explain & address questions on all client agreements.

Plan Event Details and Logistics

- Details out each events timeline.
- Completes Banquet Event Order and reviews with Chef.
- Shares vendor list with client and follows up with chosen vendors.
- Schedules and attends client tasting meeting.
- Reviews orders of necessary event supplies with Manager
- Keeps events/weddings data and records current.
- Monitors the event/wedding budget, processes payments, sends out payment reminders.
- Attends Wednesday morning staff meetings and reports on results for booking and pending events.

Produces Event

- Communicates frequently with client, vendors and internal staff for event duration.
- Schedules, organizes and executes event/wedding rehearsals.
- Conducts Jumpstart/BEO meetings at the beginning of every shift
- Manages event set up.
- Walks through event details with Team Lead.
- Introduces Team Lead to client at beginning of event.
- Ensures food and beverage service is delivered as ordered.
- Keeps events spaces clean and tidy.
- Attends to client during event to ensure client satisfaction.
- Carries out event details.
- Solves issues as occur with attention to client satisfaction.
- Enters event/wedding into POS system and emails details to accounting.

Supports Investa Management

- Supports special Investa Management projects.
- Participates in strategic and operational processes of Investa Management.
- Maintains confidentiality of proprietary Company information.
- Adheres to Company Core Values and follows Company Code of Conduct.

Characteristics/Skills:

Characteristics:

- Motivated self-starter who naturally takes initiative
- Works with a sense of urgency
- Creative problem solver who thinks outside the box

- Is passionate about hospitality and customer service
- Logistics planner who is organized and attends to details with accuracy and focus
- Personable, flexible and patient when dealing with clients and team
- Tenacious work ethic, high level of integrity and sense of humor

Skills:

- Experience working in fast-paced, results-oriented team culture.
- Exercises good judgment and resourcefulness in resolving questions or issues presented by individuals or businesses involved with the Company.
- Excellent listening, written and oral communication skills with proficiency in the English language.
- Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook).
- Preferred experience in: Catering and Publishing.
- Writes clear and professional business correspondence.
- Ability to present information effectively and to respond correctly to questions from all persons involved in Company business.

Working Conditions / Physical Requirements

- Expected hours: Wednesday through Sunday.
All times subject to change based on parties scheduled.
- Work is performed in office setting and event venue.
- Ability to work in a standing position for long time periods for events.
Must be available to work weekends

Note:

This job description represents the minimum duties required to perform the position outlined in this document. The duties listed are aligned with the current business objectives of Cedar Lake Cellars, and are subject to change based on future business needs and/or requirements.

All candidates agree to complete an assessment for selection.

Cedar Lake Cellars and Investa Management is an equal opportunity employer.