



## Job Description

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<b>Job Title:</b>	Assistant Director Conference Services (HCC)	<b>Grade:</b>	L
<b>Department:</b>	Service Corp/Institutional Advancement	<b>FLSA:</b>	Exempt

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*The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.*

### **General Function:**

The Assistant Director of Conference Services will be responsible for overseeing and directing the conference planning and detail processes at the Harris Conference Center (HCC)

### **Characteristic Duties and Responsibilities:**

1. Monitors trends in the meeting market and conference center industry.
2. Review customer satisfaction evaluations and ensure that post event follow ups with clients are made to collect feedback in an effort to improve the level of customer service.
3. Oversees catering companies and servers to ensure high quality of service for clients.
4. Works directly with HCC management and procurement to complete bid processes for catering, linens and other HCC equipment contracts to ensure that the most cost effective vendors are being used.
5. Manages vendor costs to ensure that operating costs are contained within the appropriate budget parameters.
6. Manages HCC events in a highly professional manner in order to exceed client expectations and grow business.
7. Prepares quarterly and other reports as required by HCC and Services Corp. Management.
8. Reviews and interprets clients meeting requirements; evaluates best use of facility based on client needs.
9. Continuously interacts with clients via telephone, written correspondence and face to face meetings.
10. Prepares menus and banquet event orders and distributes to client and staff; makes changes to requirements as needed.
11. Ensures proper billing for all client functions; secures deposits and credit verification as necessary.
12. Uses specialized sales and catering software; oversees proper meeting and equipment set up.
13. Responsible for overall client satisfaction.
14. Other duties as assigned.

### **Reporting Relationships:**

<b>Direction Received:</b>	Executive Director, Harris Conference Center
<b>Direction Given:</b>	Direct supervision and evaluation of work as a first-line supervisor over assigned staff



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### **Minimum Requirements:**

Bachelor's Degree from a regionally accredited institution in Hospitality Management, Communications or closely related field. Four years of experience in conference planning, sales contact management software hospitality, and customer service or travel industry.

### **Knowledge, Skills, Abilities and Worker Characteristics:**

Must have excellent written and oral communications skills

Must have strong listening and questioning skills

Must be able to make sales presentations

Must have excellent organizational and follow-up skills

Must have ability to manage multiple tasks simultaneously

### **Working Conditions:**

Typical office environment; occasionally responsible for pushing tables, handling chairs and some light lifting; may have prolonged periods of standing