



## Job Description

<b>Job Title:</b>	Director, Conference Services	<b>Grade:</b>	M
<b>Department:</b>	Services Corporation/Institutional Advancement	<b>FLSA:</b>	Exempt

*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:**

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. Works directly with HCC and Services Corp Management to: Develop and implement a comprehensive business plan for the services of the Harris Conference Center (HCC). Generates additional revenue by selling ancillary products and services as appropriate.
2. Oversees daily operations within the Conference Center. Provides leadership and direction to HCC catering and set-up staff, including but not limited to day-to-day operations, setting goals and objectives, making employment decisions, and delivering opportunities for growth and development.
3. Assists with annual budget by tracking revenue/expenditures, forecasting and generating financial reports.
4. Prepares quarterly and other reports as required by HCC and Services Corp Management.
5. Monitors trends in the meeting market and conference center industry.
6. Oversees catering companies and servers to ensure high quality of service for clients.
7. Hires, manages and schedules part-time set up staff; providing proper training and addressing any performance concerns.
8. Works with Conference Center Specialist to engage CPCC Hospitality program and CPCC Cooperative Education in managing semester long internships at HCC for CPCC culinary/hospitality students.
9. 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.
10. Manage vendor costs to ensure that operating costs are contained within the appropriate budget parameters.
11. Reviews and interprets clients meeting requirements; evaluates best use of facility based on client needs.
12. Continuously interacts with clients via telephone, written correspondence and face to face meetings.
13. Prepares menus and banquet event orders and distributes to client and staff; makes changes to requirements as needed.
14. Ensures proper billing for all client functions.
15. Uses specialized sales and catering software; oversees proper meeting and equipment set up.
16. Responsible for overall client satisfaction.
17. Performs other duties as assigned.



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### **Reporting Relationships:**

<b>Direction Received:</b>	Reports to Associate Vice President, CPCO Service Corporation
<b>Direction Given:</b>	Direct supervision and evaluation of work as a first-line supervisor over assigned staff

### **Minimum Requirements:**

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

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

- Must have excellent written, verbal communications, and customer service skills
- Must possess strong leadership skills and ability to work in a team environment
- Must have a proven financial and business track record
- Must be proficient in Microsoft Office and property management system products
- Must have strong negotiating skills
- Must be able to respond professionally and quickly to a variety of client needs and situations
- 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 moving furniture and standing for prolonged periods

The intent of this job description is to provide a representative summary of the essential functions that will be required of positions given this title and should not be construed as a declaration of specific duties and responsibilities of any particular position. Employees will be assigned specific job-related duties through their hiring departments. Specific job-related duties assigned by hiring departments shall be consistent with the representative essential functions listed above and shall not be construed as expanding a particular position's role, scope, FLSA status, or grade. July 2015



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