Job Description

Job Title:	Director Conference Center Operations	**Grade:**	M
Department:	Corporate & Continuing Education	**FLSA:**	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 the Director of Sales & Marketing to: Develop and implement a comprehensive business plan for the Harris Conference Center (HCC). Generates revenue through conference/meetings bookings and retains to ensure profitability. Administers annual budget by tracking revenue/expenditures, forecasting and generating financial reports.
2. Oversees daily operations within the Conference Center. Provides leadership and directions to HCC staff including but not limited to day-to-day operations, setting goals and objectives, making employment decisions, delivering opportunities for growth and development.
3. Prepares quarterly and other reports as required by the Executive Director, Services Corporation.
4. Monitors trends in the meeting market and conference center industry.
5. Oversees catering companies and servers to ensure high quality of service for clients.
6. Hire, manage and schedule part-time set up staff; providing proper training and addressing any performance concerns.
7. Works CPCC Hospitality program and CPCC Cooperative Education to hire and direct semester long internships for CPCC culinary/hospitality students.
8. Prepares quarterly and other reports as required by the Executive director, Services Corporation.
9. Works directly with 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. Negotiates prices and terms for use of the facility; generates additional revenues by selling ancillary products and services as appropriate.
15. Ensures proper billing for all client functions; secures deposits and credit verification as necessary.
16. Uses specialized sales and catering software; oversees proper meeting and equipment set up.
17. Responsible for overall client satisfaction.

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. February 2013

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18. Performs other duties as assigned.

Reporting Relationships:

Direction Received: Executive Director, CPCC Service Corp

Direction Given: 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 Management, Marketing, Finance or closely related area. 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