***JOB SUMMARY:***

The Conference Services Manager will handle a variety of tasks that ensure the smooth daily operations of a business. Their tasks typically include corporate planning and assisting in sales when necessary. They assist the Director of Corporate Sales in day-to-day coordination and management of business operational tasks, which may include the following:

*Conference Services Manager Tasks:*

* Plan corporate events, social events, teambuilding activities and more as directed by Director of Corporate Sales
* Assist Conference Services Manager with client communications.
* Obtain final details for events, floor plans, audio visual requirements, pre-con meetings and drop offs with customers
* Complete detailed Banquet Event Orders in Visual One
* Assist with compiling of forecast
* Assist Conference Services Manager with the coordination and set up of internal meetings
* Is completely knowledgeable on all products and service offerings of NF/BBCC and up-sells all aspects of the event, maximizing revenue and income for NF/BBCC. Develops and maintains professional relationships with clients, striving to exceed their expectations
* Suggests and helps guests plan menus in conjunction with the Executive Chef and/or other culinary personnel; oversees the development of the Event Agenda & Menu and finalizes banquet event order arrangements by obtaining the appropriate signature(s)
* Obtains all necessary information on changes in event set-up, menus, guest counts and other details; ensures that all appropriate staff members are made aware of such changes
* Greets customers during their program
* In conjunction with the Conference Services team, ensures spaces are set up properly before the start of corporate programs
* Coordinates customer shipments with the Conference Services Team
* Familiar giving corporate and social guest tours
* As needed acts as a hospitality coordinator/host for the conference center and other special events
* As needed photographs conference setups and events for use in social media and other marketing
* Ensures client financial obligations outlined on the event contract are upheld by making sure they have met their Minimum Total Charge, final billing invoice generation. Provide suggestions to the client to meet this financial obligation.
* Assist Corporate Sales Director with RFP’s, inbound sales leads, customer space requirements and customer budget requirements as needed.
* Has a general knowledge of spaces and offerings to be able to assist with walk-in inquiries
* Can generate, write, and send contracts on behalf of sales managers as needed
* Performs special projects as assigned
* Other administrative tasks as needed
* Attends and works events internally as requested by the Directors
* Notifies and reports any problems or concerns to the Directors

**Essential Requirements:**

* Must be at least 18 years old
* High School Diploma or Equivalent - Associates or bachelors preferred
* Previous event planning experience
* Possess a basic knowledge of excellent service standards as well as etiquette
* Possess good communication and guest relation skills
* Available to work weekends, evening shifts and major holidays, if needed
* Regular and predictable attendance
* Arrives punctually with a neat & professional appearance at all times
* Requires standing for extended periods, walking, pushing, carrying, bending, reaching, stooping, kneeling, or crouching.
* Able to lift up to 25 pounds without assistance and in excess of 50 pounds with assistance
* Must be able to multi task several different actions at once
* Follow instructions and adhere to all procedures and company policies while maintaining a high standard of conduct Develop and maintain positive working relationships with others while listening and responding in an appropriate manner
* Functional use of Microsoft Office Suite, knowledge of event software a plus