

Job Title: Catering Sales Manager
Dept.: Sales
Reports to: Director of Food & Beverage
FLSA Status: Exempt

Position Summary: The Catering Sales Manager is responsible for the overall planning and coordination of events held in the Oncenter Complex. Events include, but are not limited to, conventions, trade and public shows, meetings, banquets, sporting events, concerts and theatre performances. Works with clients to determine event details, recommend services and menus, and to coordinate event within budget and operational guidelines. Meets and exceeds customer expectations. Solicits business for the Oncenter Complex.

Essential Duties and Responsibilities:

1. Consults with client representative or group in planning all details of an event, i.e. the number of people attending, menus, room set ups, décor, event schedule, audiovisual requirements, and other special services as appropriate.
2. Acts as chief liaison between client and Oncenter departments during all phases of planning the event and during the event itself.
3. Produces reports, diagrams etc. outlining event requirements concerning facilities, equipment, catering needs, etc.
4. Responsible for communicating event details to all required internal and external contacts to ensure events are effectively coordinated and meet and exceed customer expectations.
5. In conjunction with other Oncenter departments ensures all event requirements have been implemented according to Oncenter quality standards. Works with Oncenter staff and others to resolve any outstanding issues.
6. Produces event billing, ensuring that all costs have been properly captured and included in bill. Presents event bill to customer and reviews bill with customer.
7. Ensures customer satisfaction throughout event planning process and during the event.
8. Prepares an event analysis capturing financial, operational and services data to assess event profitability and to make recommendations for future events.
9. Solicits new and grows existing business for the Oncenter Complex.
10. Assists the Associate Director of Event Sales and Services as well as the Director of Event Sales and Services as needed
11. Works closely with Director of Food and Beverage, Director of Event Sales and Services, Executive Chefs and Banquet Managers to ensure that the clients' expectations are met and that Oncenter's high standards are achieved and maintained throughout the entire event.

Other Duties and Responsibilities:

Perform other duties as required.

Educational / Experience Requirements:

Bachelor's degree in Hospitality related field or Associate's degree plus one year of equivalent directly related experience.

Minimum of two years related experience in Hospitality field.

Computer experience preferred.

Knowledge of Microsoft Word, Excel, e-mail and computerized event planning software preferred, outstanding verbal and written communication skills,

Strong attention to detail,

Familiarity with menu development, event coordination, BEO organization and food concepts

Physical Requirements/Environmental Conditions:

Office working conditions. Must be able to work variable schedule, including nights and weekends

Note

The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

To Apply

Apply at- <https://recruiting.adp.com/srccar/public/RTI.home>

Hali Greenhouse, HR Generalist
The Oncenter
800 South State St.
Syracuse, NY 13202

Applicants that need reasonable accommodations to complete the application process may contact 315-435-8062

SMG is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.