

**Oncenter/SMG
Job Description**

Job Title: Food & Beverage Operations Manager
Department: Operations/Food & Beverage
Reports To: Assistant GM/Director of F&B
FLSA Status: FT/Salaried/Exempt

Summary Provides professional services support in the planning, organization and management of F&B events within the facility, monitoring the logistics of these events, including but not limited to, supervising all staff and functions during a F&B event, and all event coordination tasks after events are booked through the conclusion, by performing personally or through subordinates or peers the following duties:

Essential Duties and Responsibilities include the following.

- Meets and consults with internal contacts to plan and organize assigned meetings and/or events.
- Coordinates activities with the various service contractors for assigned events.
- Guides internal contacts in preparation of events by interpreting and explaining approved policies and procedures.
- Keeps internal contacts informed as to status of deadline schedules, including but not limited to floor plan changes, meeting room set-up specifications and other relevant details.
- Responsible to work directly with all Event Staff including Event Managers, Event Coordinators, Event Services Assistants, Operations Managers, Food & Beverage Managers and other on the job employees.
- Creates, recommends and maintains service standards and procedures as directed by management.
- Updates and creates new initiatives in improving standards and procedures as needed with the approval of management.
- Responsible for communicating event details to all required internal and, when required, external contacts to ensure events are effectively coordinated to meet and exceed customer expectations.
- Prepares cost estimates for internal contacts when necessary for final billing.
- Provides clear, concise, and timely communication of detailed requirements to Operations and Food & Beverage, and works in conjunction with any Event staff as needed.
- Oversees all aspects of facility operations related to events.
- Monitors and supervises facility set-up when necessary.
- Monitors kitchen/culinary duties as they pertain to the event.
- Monitors the physical condition of the event space and function areas. Reports to operations any area that needs attention.
- Handles last minute changes and inspects setup and staff for final conditions. Holds pre-function meetings in conjunction with the Banquet Manager to discuss meal, service, assignments, etc.
- Serves as primary liaison between internal contacts, any facility departments, including the kitchen, during all phases of planning the event, during the event, and closing the event.
- Produces event orders, reports, diagrams, etc., outlining event requirements concerning facilities, equipment, catering needs, etc.
- Monitors in-house events, maintaining close contact with internal contacts to ensure successful events.

- Timely and courteously follows-up on all internal contact requests, concerns, and problems as they relate to the client or the event.
- In conjunction with other Oncenter departments, ensures all event requirements have been implemented according to Oncenter quality standards. Works with internal contacts to resolve any outstanding issues.
- Attends or hosts appropriate planning, organization and other event and facility meetings in support of facility operations.
- Ensures customer and internal contacts satisfaction throughout event planning process and during event.
- Other duties as assigned.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience

Bachelor's degree (B. A.) from four-year college or university
3 to 5 years related experience and/or training

Or equivalent combination of education and experience

Working knowledge of the principles of facility management, services and equipment for a similar facility

Skills and Abilities

Excellent organizational, planning and interpersonal skills

Good written and verbal skills

Ability to prioritize multiple projects

Demonstrate problem-solving and communication skills

Supervisory experience

Professional presentation, appearance and work ethic

Computer Skills

To perform this job successfully, an individual should have knowledge of computers and basic computer programs.

Certificates, Licenses, Registrations

No certifications are required.

Other Skills and Abilities

Ability to work under limited supervision and to interact with all levels of staff including management

Ability to work long and irregular hours that may vary due to functions and may include day, evening, weekends and holidays.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may be required to work both indoors and outdoors as required by the function. Must have the physical ability to maneuver around facility(ies), at times, walking and/or standing up to 8-10 hours daily.

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?c=1152751&d=ExternalCareerSite>

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.