



## **EVENT SALES COORDINATOR**

Full-time Position

*For illustrative purposes only and subject to change. This does not constitute an employment contract. Any employment with Creedon and Co., Inc. is on an at-will basis only.*

### **ROLES & RESPONSIBILITIES:**

- Answer and respond to telephone, email, website, and in-person inquiries for catered functions and tent & rental equipment orders by preparing and presenting proposals and customized menus. Serve as the company's primary point of contact for customers from initial inquiry through the completion of the event. This includes but is not limited to:
  - Working with the kitchen staff to develop and design menu ideas and event details for food and display;
  - Working with wedding customers (i.e. brides, grooms, parents, etc.) to coordinate all details for their weddings;
  - Working with corporate, nonprofit, and private customers to coordinate all details for their events;
  - Attending & supervising catered events and tent & rental equipment installations in a hands-on way, and communicating with customers to coordinate and assist the company's staff in executing event;
  - Ensuring that the client is invoiced and pays in a timely manner.
- Establish, develop, and maintain relationships with area venues and industry groups to solidify referral network for catering functions.
- Monitor, follow up on, and cultivate catering proposals, quotes, and recurring (e.g. annual) events to book and finalize them into orders. As events approach, verify all event details with customers including but not limited to menu items, equipment items, delivery location, delivery and pickup times, payment terms, and any special details and instructions.
- Become proficient with CaterEase, PartyTrack, and PartyCad software to provide customers with proposals and event plans including physical layouts. Perform on-site consultations when necessary to develop event plans.
- Ensure that function proposals and contracts are signed on a timely basis, and that the customer is aware of and complies with payment terms and conditions.
- Coordinate scheduling staff for catering events and manage training of catering staff.
- Coordinate and manage linen orders before and after catering and equipment rental events.
- Obtain necessary permits and licenses for events.



- Assist in the preparation, delivery, execution, and pickup of events. This includes creatively designing and setting up displays as well as assisting in the scheduling, coordinating, supervising, and training of catering staff. Photographing events for use in marketing materials.
- Work with Marketing Manager to follow-up with customers and thank them for their business. Solicit and monitor customer feedback to improve and maintain our top quality service. Educate our customer base and the public in general about the company and all of the company's capabilities, cross-selling the company's services. Work with Marketing Manager to promote company at wedding expos, trade shows, etc.
- Contribute as a team player in conjunction with the catering staff, tent & equipment staff, and office staff. This includes assisting co-workers with any tasks that arise to deliver top-notch results to our customers. Perform other duties as requested and fill in for other positions, when necessary, for smooth operation of the business.
- Adhere to all company policies, procedures, rules and regulations in written or verbal form. Comply with government and industry health and safety requirements.

#### REQUIREMENTS:

- Degree from an undergraduate college or university
- Interest and passion for event coordination and stellar customer service
- Knowledge and experience with CaterEase software strongly preferred
- Proficiency with MS Office programs (Word, Excel, Powerpoint, etc.)
- Ability to work efficiently and multitask to meet deadlines in sometimes hectic environment
- Ability to work varying schedule including days, nights, and weekends as needed
- Ability to lift, load, and unload items on to and off of trucks for catering events
- Secure and maintain applicable certifications such as ServSafe, TIPS, etc.
- Valid driver's license and reliable means of transportation
- Professional personal appearance; attention to detail; cheerful, can-do attitude at all times; lead by example
- Non-smokers only

#### COMPENSATION:

- Salary commensurate with experience
- Benefits include health insurance, voluntary vision and dental plans available as well; 401(k) retirement savings plan available; paid time off available
- Discounts on catered events and equipment rental for personal and immediate family use

*Creedon and Co., Inc. is an equal opportunity employer*