



Director of Events Job Description

FLSA: Salary/Exempt

CLASSIFICATION: Full-time, year-round

REPORTS TO: General Manager

SUPERVISES: N/A

GENERAL SUMMARY:

The Director of Events reports to the General Manager and is responsible for all aspects of events including planning, execution and contract management of member and non-member events. This position oversees the Events Administrative Assistant and works in conjunction with Director of Food & Beverage, Executive Chef and other F&B Managers. All duties of the position shall be performed with a commitment to the highest level of member service and total satisfaction of all members, guests and team members.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Meets and plans all future events with members and guests, including social, golf and private while effectively communicating all information to operational staff for proficient execution of each event. Ensures that all events should be planned from start to finish in a uniform manner.
- Promotes, advertises and markets the club's social event to all members, including the creation of event flyer and menus when necessary.
- Assists members in arrangements for special dinner requests in the dining room.
- Helps member clients arrange banquets, luncheons, meetings, weddings, dances and other social events; obtains pertinent information needed for guest planning.
- Provides tours of the facilities and discuss booking logistics, room options, and menus with members and potential guests.
- Works with the Executive Chef and Director of Food & Beverage to determine selling prices, menus and other details for events; oversees the development of contracts; assures that pre-planned banquet menu offerings are current and reflect general member interests.
- Transmits necessary information to and coordinates event planning with production, serving and housekeeping staff; arranges for printing of menus, procuring of decorations, entertainment and other special requests, etc.
- Inspects finished arrangements; may be present to oversee the actual greeting and serving of guests.
- Checks function sheets against actual room setup; oversees personnel scheduling for special functions and may help supervise service personnel.
- Oversees scheduling of banquet service employee meetings.
- Responsible for hands-on service work when needed and orchestrating events when necessary.
- Maintains an accurate filing system for all future and past event accounts.
- Creates in-house banquet event orders (function sheets). Ensure completed function sheets are distributed no less than two weeks before an event.
- Helps develop events budgets; reviews financial reports and takes corrective actions as appropriate to help assure that budget goals are met.
- Shows presence for events to ensure that the service staff provides immediate and proper attention to the demands of each event contract and member request.
- Reserves and blocks requested event space in the master calendar and the event system while following proper and accurate booking procedures.
- Represents members' needs and interests on applicable club committees.
- Obtains necessary permits for special events and functions.
- Attends staff and management meetings to review policies and procedures, future business and to continually develop quality and image of banquet functions.
- Ensures the security of club's members and guests' valuables during events.
- Creates diagrams for room layout, banquet item placement and related function details.
- Meets with other department managers to plan food and beverage aspects of special events organized by the staff members.
- Manages banquet billing and arranges prompt payment for all events.
- Updates weekly function information for all affected staff.

- Ensure timely correspondence with all event guests including inquiry, follow-up, contracts, and billings
- Addresses member and guest complaints and advises the General Manager and/or Director Food & Beverage and Executive Chef about appropriate corrective actions taken.
- Works with the Director of Marketing Communications to create annual Club Events Calendar.
- Maintains club's master calendar and function book.
- Performs special projects as assigned by the General Manager.

ADDITIONAL DUTIES AND RESPONSIBILITIES:

- Works a flexible schedule, primarily Monday through Friday but at times on weekends during season when there are events.
- Ensures safety measures are in place and company safety program is followed
- Maintain effective employee and member relations
- Excellent verbal communication
- Self-starter, friendly, and outgoing
- Demonstrated leadership skills and the ability to motivate and inspire a team to provide the best in class customer service
- Proficient computer skills including Microsoft Office Suite

EDUCATION AND EXPERIENCE:

- Minimum 2 years' management, leadership or catering and events experience in a restaurant, resort, hotel or private club, required
- Bachelor's degree in Hospitality or similar field, preferred.
- Florida Food Managers Certificate, preferred
- Alcoholic beverage certification, preferred

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this position.

- Will work outdoors and may be exposed to wet and/or hot conditions
- Moderate noise environment.
- Must be able to stand and walk for up to (8) hours per day
- Ability to perform first aid and CPR while utilizing the emergency equipment.
- Move or lift objects up to 30 pounds.
- Communication, to include: reading, listening, hearing, and talking with employees and members.
- Must have close, distance, peripheral, and color vision along with the ability to adjust focus.
- Must have valid driver's license.

Club Pelican Bay is an Equal Opportunity employer and offers opportunities to all candidates including those with disabilities. All qualified candidates/employees will receive consideration for employment without regard to that individual's age, race, color, religion or creed, national origin or ancestry, sex, pregnancy, sexual orientation, gender, gender identity, physical or mental disability, veteran status, genetic information, ethnicity, citizenship, or any other characteristic protected by law. If you need a reasonable accommodation to assist with your application and or to perform the essential duties and responsibilities please reach out to the Director of Human Resources.

The statements above are intended to describe the general nature and level of work being performed by people assigned to this job. They do not constitute an employment agreement between the employer and employee; other duties may be assigned as the needs of the employer and requirements of the job change for the company's overall benefit.

Qualified applicants may send their cover letter and resume to Kyla Torgersen at KTorgersen@clubpelicanbay.com