

Job Title: Sales and Event Manager
Reports to: Chief Hospitality Officer
FLSA Status: Full Time, Salary

The Sales and Event Manager is responsible for managing the sales of events and ensuring quality customer service to patrons utilizing the facilities. This position is responsible for all aspects of Hospitality sales and event operation within the Honeywell Foundation.

Essential Duties and Responsibilities (Note: Other duties may be assigned)

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sales & Event Management

- Communicate effectively with customers to determine needs and expectations.
- Meet with customers directly, as needed, to show facilities, discuss set up, determine event needs, expectations, payment, etc.
- Take and returns phone call inquiries.
- Facilitate facility rental sales from the initial planning stages to the finishing touches on each event, including theater rentals.
- Follow up calls/appointments with clients after events.
- Maintain resource directory for customers.
- Assist with attracting new clients.
- Work closely and cooperatively with all staff and internal customers involved in event coordination.
- Collaborate with other departments and operational staff to ensure high quality event delivery.
- Effectively communicate with appropriate staff when event changes occur.
- Partner with the Facilities team to ensure that all rooms are serviced and set up to the client's specifications.
- Attend weekly team/management meetings.
- Assist with weekly and/or monthly meetings with department heads on cross-departmental logistics.
- Assist in creating and implementing detailed change over plans for entire building during complex building usage times.
- Implement and utilize department strategic plan.
- Play a key role in formulating a sales plan to increase revenue.
- Assist with meeting department financial objectives by forecasting requirements; preparing and annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.

Food Service

- Assist in achieving restaurant operational objectives by contributing information and recommendations to strategic plans and reviews; completing audits; identifying trends; determining system improvements; implementing change.
- Assists with working closely with catering staff to ensure agreement and understanding on coordination of all aspects of managing and running catering events and supervision of the serving staff.
- Maintain safe, secure, and healthy environment by establishing, following, and enforcing sanitation standards and procedures.
- Plan and coordinate food service needs with customers.
- Conduct weekly coordination meetings.
- Serve as banquet captain during on-site events, when applicable and additional staffing is required.
- Utilize and maintains catering and event management software.
- Create and issue event contracts, catering detail sheets, and set up forms.
- Create room layouts and coordinates dance floor and various equipment rentals.
- Monitor and ensure timely invoicing of clients and collection procedures.

Knowledge, Skills and Abilities

The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Presentation, relationship building, communication (written and oral), and computer skills are essential
- Demonstrated ability to work in a team environment, build consensus, problem solve, and provide leadership
- Excellent interpersonal communication skills and the ability to make compelling oral and written presentations
- Proficient project management skills
- Driven to succeed and enjoy working in a fast-paced, highly dynamic environment with a proven ability to work independently and within cross-functional teams, and exercise sound, professional judgement
- Adaptable, energetic, creative, positive, personable, and eager to learn
- Treats sensitive and/or confidential information appropriately
- Exhibits high levels of integrity, ethical behavior, and professional maturity
- Ability to reach agreements and consensus despite differing opinions and priorities
- Stays abreast of industry best practices
- Advanced written and verbal communication skills

- Strong computer skills; Microsoft Office proficiency
- Strong time management skills and attention to detail
- Aptitude in decision-making and problem-solving
- A team player with a strong work ethic

Education And/Or Experience

Bachelor's degree from a four-year college or university and 3-5 years of related experience and/or training; or equivalent combination of education and experience.

Environment and Physical Demands

The physical demands described here are representative of those an individual must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Office environment
- Utilizing an office desk – sitting, reading, listening or speaking with the ability to move intermittently throughout the day
- Constant walking and standing; frequent bending, stooping and reaching
- Occasionally lift up to 50 lbs. with the ability to push or pull more than 50 lbs.
- Ability to work in a fast paced environment
- Strong sensory skills, such as good eyesight, good hearing and dexterity
- Ability to operate office equipment, including computers, copiers, fax machines and phones

Other Requirements

Position will require evening and weekend hours.

Responsibilities are subject to change and increase as the position evolves