



## **Colorado Chautauqua Association**

### **POSITION DESCRIPTION**

December 2023

## **Wedding & Social Events Manager**

### **Association Mission and Values**

The Colorado Chautauqua Association (CCA) is a 501(c)(3) Colorado non-profit corporation dedicated to preserving, perpetuating, and improving the site and spirit of the historic Chautauqua by enhancing its community and values through cultural, educational, social and recreational experiences. The chautauqua experience is based on lifelong learning, love of nature, voluntary simplicity, and music, oration, and the arts. Historic significance, traditions, cultural relevance, respite, and enrichment are among the community benefits provided by the Colorado Chautauqua.

### **General Description**

The Wedding & Social Events Manager is a full-time, year-round, benefited, exempt position focused on contracting and planning social events held in CCA venues. This position is the main contact for client inquiries, site-tours, catering detail meetings, documentation (by way of Banquet Event Orders) all event billing and communicating with CCA's catering services, and all CCA operational departments. Working weekends, as well as some evenings, is required in meeting position responsibilities. For emergency or inclement weather reporting purposes this position is essential.

### **Event Planning and Client Satisfaction**

- Coordinates and communicates with clients, both verbally and written, regarding event details.
- Responsible for preparing contracts, collecting deposits and final payments.
- Completes event booking checklist outlining all pertinent due dates and final logistics for event bookings.
- Acts as liaison between CCA sales team, Dining Hall, and customer throughout the event process (pre-event, event, post-event).
- Work with catering services, special event vendors, and CCA staff to ensure that all contract needs are met.
- Available to clients during planning process. Is available to solve problems and/or suggest alternatives to previous arrangements.
- Oversees client experience and satisfaction from initial booking up through the post event phase.
- Proactively identifies operational challenges associated with execution of planned events and works with the CCA, Dining Hall staff and customers to solve these challenges and/or develop alternative solutions.

- Facilitates various internal meetings as necessary (Banquet Event Order meeting, group rooms, etc.)
- Conducts pre and post-event client and CCA staff meetings as required to review/communicate group needs and feedback.
- Works with Group Sales & Experiences Manager on group room blocks for event.
- Ensures dining hall staff understand expectations and parameters by way of accurate and detailed Banquet Event Orders (BEO's). Observes service behaviors of staff and provides feedback to their manager; continuously strives to improve service performance.
- Greets customer during the event phase and hands-off to the Dining Hall's Event Operations team for the execution of details.
- Interacts with guests to obtain feedback on product quality and service levels. Effectively responds to and handles guest problems and complaints.
- Adheres to all standards, policies, and procedures (PPM, Core Deliverables, SOPs, LSOPs, etc.)
- Integrates current trends in event management and event design Guest Satisfaction
- Reviews comment cards and guest satisfaction results with dining hall management.
- Emphasizes guest satisfaction during all departmental meetings and focuses on continuous improvement.
- Takes opportunity to re-book, add additional meetings, and obtain referrals.

### **Sales**

- Responsible for updating and adjusting master schedule of events in Maestro for all social and assigned events to ensure timeline is accurate for Event Schedule and posting.
- Works with the Sales team to field in-person, phone or e-mail inquiries and respond with appropriate information regarding social event bookings.
- Follow-up on various sales leads and network sales opportunities.
- Responsible for accurately loading bookings into PMS and Sales & Catering systems.
- Responsible for coordinating special check-in procedures with Front Desk Manager including welcome packets and gift bags, when applicable.
- Expected to attend local wedding fairs and trades shows as assigned.
- Responsible for placing special rental orders and managing associated billing.

### **Administrative**

- Works with Director, Sales & Experiences to establish standard policies and procedures to provide premium customer service to clients. Ensure the execution of established policies and procedures as they apply to social events.
- Schedule, calendar and provide site tours of cottages, Missions House Lodge, Columbine Lodge and Community House as needed for prospective social and private event bookings.
- Prepare for and participate in weekly BEO meetings.
- Weekly inspection of venue space to generate work tickets for repair and maintenance. Generate work tickets as needed.
- Update and create SOPs for social event processes and procedures, as needed.
- Updates as needed pricing and new menu items in Sales & Catering module.

- Collaborate with Director, Sales & Experiences and Director, Marketing and Communications on current and relevant collateral to support growing sales for the social market.

### **Reporting Relationships**

Reports to: Director, Sales & Experiences

Works closely with: Group Sales & Experiences Manager, Conference Service Manager, Sales & Experience Coordinator

### **Required Qualifications**

#### **Experience**

- Minimum 3 years in hospitality event management, event planning, catering, banquet conference sales and service.

#### **Technical Skills**

- Excellent computer skills including advanced use of Outlook, Word and Excel, Maestro, a plus.
- Accurate and efficient data entry skills; consistent accuracy and attention to detail
- Highly organized
- Superior verbal and written communications skills
- Ability to work independently, prioritizes appropriately, and sees tasks/projects through to completion

#### **Behavioral Traits, Attitudes and Additional Qualifications**

- A high level of professionalism and a passion for delivering an exceptional guest experience
- Strong interpersonal skills, demonstrating integrity in all things, all the time
- High energy team player with a positive, can-do attitude
- Ability to communicate effectively and develop good team relationships with co-workers
- Creative and analytical thinker
- Tenacious and, detail oriented in pursuit of the best results

#### **Physical Requirements**

Duties require lifting and/or carrying of objects weighing up to 30 pounds. Must be able to climb stairs, ladders as well as navigate the site which has a 200-foot elevation change.

#### **Additional Qualifications**

Every employee at the Colorado Chautauqua Association is expected to be a creative problem solver as well as possess a strong and positive attitude regarding hospitality and customer service, striving to provide a high-quality guest experience through every action taken.

*Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.*