



POSITION DESCRIPTION

Position Title: Supervisor, Event Operations
Department: MacEwan Conference and Event Centre
Employment Type: Full-time salaried role
Rotating schedule. Flexibility to work early mornings, late evenings and weekends required.

POSITION SUMMARY

Reporting to the Manager, Event Operations, the Supervisor, Event Operations is a hands-on supervisory position for the MacEwan Conference and Event Centre (MCEC). The primary function is to ensure that all clients receive top quality service and that all requirements for catering, and room set-ups are executed and presented in a professional manner.

KEY RESPONSIBILITIES

- Plan, coordinate, and direct workflow of tasks to ensure all room set-ups and catering logistical requirements are met or exceeded for all catered functions, and events.
- Participate in supervising team work, including training, performance management, and coaching staff on customer expectations and technical aspects of the space.
- Coordinate the requirements of the on-campus delivery and catering program.
- Ensure that the MCEC department meets operational compliance with relevant federal, provincial, municipal and university legal and policy requirements including but not limited to:
 - health and fire safety
 - responsible alcohol service
 - food safety
 - emergency preparedness
 - aerial lifts
 - MCEC delivery vehicle
- Ensure proper storage and maintain inventory controls related to event set-up and A/V equipment.
- Identify items and areas which require maintenance, submit tickets to the Facilities team and work with them to schedule a time for the work to be conducted.
- Provide summarized client feedback to the MCEC department with the goal of increasing the customer experience.
- Ensure all event spaces are maintained and cleaned.
- Prepare and organize directional and event related signage.

- Liaise with employees and customers to ensure all event logistics are met; troubleshoot as required to meet changing needs.
- Review and update all processes, procedures, and guidelines related to the operations area on an ongoing basis.
- Responsible to prepare for, open and/or close events, supervise staff during each phase of the event and ensure that rooms are set up for the next event.
- Assess quantity and quality of food items provided for service and communicate concerns to the kitchen in a proactive manner.
- Safely execute deliveries which require the use of MCEC catering vehicle.
- Assist with administrative tasks where necessary, and perform other duties as assigned by the Manager, Event Operations.

LEADERSHIP

The position is responsible for the supervising and ongoing training of a team of hourly employees. Supervisory duties include shift task assignment, planning and directing work flow as per operating standards and general procedures, assisting with performance evaluations, and improving operations. The position makes recommendations on staff hiring and performance, which are communicated to the Manager, Event Operations.

The position exercises considerable judgment in handling a variety of conventional problems and situations. Some standards and guidelines exist to assist in decision-making. Judgment is mainly operational, in that choices are generally made as to what and how the operations are completed. Unusual or unique situations are executed in consultation with the management of the Conference and Events team.

WORKING CONDITIONS

This is an active position involving but not limited to the following:

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| ▪ lifting/carrying: 10 to 40 lbs. | ▪ operation of aerial lifts |
| ▪ pushing/pulling: 10 to 80 lbs. daily | ▪ variable temperatures |
| ▪ balancing banquet trays | ▪ indoor and outdoor functions |
| ▪ standing and walking for extended periods of time | ▪ high level of public interaction |
| ▪ repetitive motions: walking, bending, lifting | ▪ facility congestion and noise |

REQUIRED COMPETENCIES

- Excellent interpersonal skills with the ability to maintain a professional manner and manage self well under pressure.
- Encourage staff development through coaching.
- Demonstrated team-orientation with equal ability to work well individually.
- Superior communication (verbal and written) and strong attention to detail and product improvement.
- Demonstrated planning, organizing and prioritizing abilities.
- Cultural sensitivity; ability to work effectively with a wide variety of customers.

Technical Skills/Experience:

- Intermediate computer skills (MS Excel, Word) and the ability to use company issued iPad/iPhone to review daily documents and submit required reports.
- Proficiency in using a variety of catering and management software is required (Opera, All Seated, Formitize, 7Shifts, and Dropbox).
- Off-site catering experience is an asset.
- Experience in audio-visual equipment set-up and troubleshooting.

EDUCATION AND EXPERIENCE

Minimum Requirements:

- High school education with 3 to 5 years of related industry experience, or a college diploma with 2 years of related industry experience.
 - A minimum of one year of supervisory or lead-hand experience working with a team is required. An equivalent combination of education and experience would also be considered.
 - Hospitality industry experience required.
 - Previous experience ordering liquor and executing and reconciling bars for 20-500 persons would be considered an asset.
 - Valid certification in: WHMIS, First Aid and Proserve. On job certification provided for: ProTect, Fall Protection and Lift Operator.
- **A valid Class 5 Alberta Driver's License is MANDATORY.**