**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Event Coordinator (Liquor License and Pub Services)

**Job Number:** A-260

**NOC:** 1226

**Band:** 8

**Department:** Conference & Hospitality Services

**Supervisor Title:** Director, Conferences & Hospitality Services

**Last Reviewed:** November 29, 2016

**Job Purpose**

Under the supervision of the Director of Conference and Hospitality Services, the Event Coordinator (Liquor License and Pub Services) bears primary responsibility for maintaining an in depth knowledge of and ensuring compliance with the Liquor License Act (LLA), Alcohol and Gaming Commission of Ontario (AGCO), and Campus Alcohol Policy, as well as alcohol beverage control as it pertains to conference events and pub operations. This position is also the lead Coordinator for Smart Serve and Beverage training, and for significant outdoor bar events (e.g. Head of the Trent, Railjam, and Dionysis).

The Event Coordinator (Liquor License and Pub Services) shares responsibility for the hiring, training and supervision of student staff, for executing the event planning and support services for weddings and bar events during the academic year and other assigned events from May to August ~~and~~, ensuring that they meet client needs and expectations. The incumbent is responsible for supervising events during all operating hours (including evening and weekends), and for the completion and tracking of finances and other paperwork regarding assigned events. This position bears primary responsibility for all general pub service operations, including food and beverage provisions, as well as providing on site supervision and support for student staff.

**Key Activities**

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| *Alcohol/Liquor License:*   1. Responsible for alcohol and bar supply purchases, inventories, and tracking (beer, wine, and liquor) as well as (glassware, non-alcoholic beverages). 2. Creates and maintains paperwork and database templates for issuing, tracking and inventorying alcohol. 3. Issues and returns alcohol for events and pubs, as required. 4. Ensures appropriate approvals are in place for any requests for alcohol charges to be applied to a Trent account. 5. Responsible for maintaining an in depth knowledge and understanding of and ensuring compliance with the Liquor License Act, AGCO and the Campus Alcohol Policy and advising clients and staff of their appropriate application. 6. In consultation with the Director, determines which vendor products will be carried and appropriate pricing, and reviews any event or client specific requests for alternative vendor products to be served. 7. Assists Director with ensuring University liquor license is up to date, and renewal applications are completed and submitted in a timely manner. 8. Keeps alcohol product costs updated by reviewing invoices and Liquor Control Board of Ontario (LCBO) product prices and advises Director of changes that may affect selling price. 9. Meets with Liquor inspector, as needed. 10. Completes and submits special event and extension license applications, including site plans, and ensures they are on file and available at appropriate events. 11. Responsible for tracking and reporting incidents involving alcohol to the Director and Security as they relate to conference events. 12. Issues and tracks alcohol transfers to the Ceilie pub on a weekly basis, when operational. 13. Ensures all inspection reports are kept on file for reference. 14. Reviews all alcohol sales in Ceilie or at pub events on a regular basis. 15. Assists in ensuring pub alcohol sales and services are following appropriate policies and guidelines. 16. Reports, by semester, alcohol transfer amounts to bar services 17. Ensures all appropriate liquor license signage is posted. 18. Generates and tracks incident reports and advises Director on a regular basis or as needed. | **25%** |
| *Food /Kitchen*   1. Inventories food on a weekly basis in order to track food usage and compare to food sales. 2. Ensures food inventory data is entered into tracking system. 3. Places orders for all food items on a regular basis based on weekly consumption and inventory counts. 4. Reviews par level inventories of food items based on menu requirements and average sales each semester. 5. Reviews and updates menu item specifications and batch recipes at least annually to ensure they are complete and accurate. 6. Maintains relationships with product vendors and updates any changes to contacts, delivery or ordering details. 7. Makes changes to improve menu and menu items, as needed. 8. Establishes kitchen and food preparation, presentation and cleaning procedures, and ensures staff adherence. 9. Responsible for receiving and signing for all food deliveries. 10. Establishes proper storage and labelling of prepared food guidelines and ensures staff are adhering. 11. Establishes regular schedule for checking and cleaning kitchen equipment, and ensuring regular maintenance is carried out. 12. Ensures staff are completing food preparation on a daily and weekly basis, and assists as needed. 13. Meets with health inspector, as needed. | **20%** |
| *Student Staff/Human Resources:*   1. Hires student staff twice a year by creating and posting job descriptions, conducting interviews, completing employment contracts, and training. 2. Schedules appropriate student staff for assigned events and programs. 3. Shares responsibility for supervising, conducting reviews and discipline of student staff. 4. Reviews and allocates student staff hours for assigned events to accounts and submits to Administrative Assistant for data entry according to bi-weekly payroll schedule. 5. Provides on call support to student staff as required for events ~~required~~, bars, weddings and pub events during academic year, and other events assigned from May to August. 6. Responsible for Smart Serve/ Beverage training for student staff including but not limited to, conducting training sessions and testing, review of alcohol procedures in relation to LLA, AGCO and Campus Alcohol Policy and updating training materials accordingly. 7. Responsible for training pub student staff regarding liquor license and alcohol qualifications, as well as service training. 8. Trains pub staff on kitchen operations, menu preparation and general service guidelines including preparing training materials and programming. 9. Ensures staff have completed Smart Serve and Safe Food Handlers training, as required. 10. Reports employee progress and any discipline issues to Director on regular basis 11. Ensures student staff are aware of and follow health and safety standards. 12. Ensures staff are aware of, and follow, all communication and incident reporting procedures. | **15%** |
| *Finances/Administration:*   1. Tracks and follows up with clients regarding payments for assigned events (wedding, bars, pub events) to ensure timely receipt. 2. Obtains Director approval and ensures all purchase expenses are in line with department annual budgets prior to placing orders. 3. Responsible for ensuring that any purchases on department or business credit cards are allocated to proper accounts prior to submitting to Administrative Assistant for processing and authorization of Director. 4. Supplies paperwork to Administrative Assistant to ensure purchase orders can be processed accurately and in a timely manner. 5. Ensures any invoices requiring internal transfers are completed and submitted to Administrative Assistant on a monthly basis. 6. Ensures expenses and revenues for assigned events are tracked and updated in consolidated spreadsheet on a regular basis to allow for proper budget management. 7. Generates, sends and follows up on invoices to clients for assigned events. 8. Ensures all SOCAN and Re:sound licensing fees are collected and tracked for assigned events and submitted to Administrative Assistant for quarterly reporting as well as payment and authorization of Director. 9. Communicates regularly with Director to ensure all assigned events are fiscally sound and meet department expectations. 10. Ensures deposits from bar events and pubs are accurate and completed in a timely manner to allow Administrative Assistant to complete for monthly submission to Finance. 11. Ensures bar and pub service floats are checked and balanced regularly after events to ensure accuracy. 12. Has signing authority for Bar and Pub Service accounts. 13. Generates sales reports from POS system on daily/weekly/monthly basis. 14. Ensures data from weekly pub sales reports has been input into tracking sheets on a weekly basis to ensure proper sales tracking and budget management. 15. Reviews and updates selling prices and product costs for pub food and beverage items on a regular basis. 16. Reviews with Director the revenue and expenses for the pub operations on a monthly basis to ensure good budget management 17. Investigates and reviews with Director opportunities to reduce costs in relation to proper budget management. 18. Tracks and reports all health and safety incidents. 19. Communicates with the Central, College Cabinets, student clubs and groups, Student Housing, Health Services, and Security on a regular basis to maintain relationships and a knowledge and understanding of campus pub operations. 20. Ensures compliance with campus policies, including Fair Trade and Water Bottle Free. 21. Ensures regularly checks all related bar and pub storage areas are completed to ensure that they are safe and well maintained | **15%** |
| *Event Coordination:*   1. Generates contracts for assigned events for Director and client signature which may include day meetings, weddings, overnight conferences/bar events or pub special events. 2. Coordinates with clients and internal departments for these events for the arrangement and confirmation of accommodations, classrooms and other facilities as needed. 3. Coordinates with clients, internal departments and external providers for these events the arrangement and confirmation of all event services such as registration, food and beverage, parking, audio visual and signage. 4. Ensures proper staff levels provided for these assigned events. 5. Generates reports from online registration system when assigned events require it. 6. Communicates with clients for assigned events on a regular basis via email, phone or in person to ensure awareness of client needs and expectations and plan accordingly. 7. Ensures insurance coverage is provided by the client for assigned events or arranges for same through the University. 8. Assists with event setups as required. 9. Shares responsibility for onsite supervision of events throughout the year, including evening and weekend scheduling, as required. 10. Is the designated primary Event Coordinator responsible for the bar service portion of any outdoor event (e.g. Head of the Trent, Railjam, Dionysis). 11. Responsible for confirming location, size and site plan of alcohol service, security and communication needs for outdoor bar events. | **10%** |
| *Marketing/Sales*   1. Takes inquiries by completing inquiry forms and entering into tracking database for bar, pubs and weddings. 2. Reviews inquiries with Director prior to preparing and sending a quote. 3. Assists with updating departmental websites by providing appropriate information to the Administrative Assistant or student promotion staff for data entry for marketing purposes. 4. Responsible for keeping Social media for the department current and active. 5. Prepares, sends and follows up on quotes and inquiries for assigned events. 6. Conducts site tours, as required, for customers. 7. Sends print or electronic materials to clients, as required. 8. Assists with preparing and sending follow up surveys for assigned events to ensure client satisfaction and rebooking potential. 9. Assists with ongoing development of additional ways to promote the Ceilie as an event venue and restaurant to increase revenues and maintain customer satisfaction. 10. Ensures student staff follow through on these promotions. 11. Ensures promotion of menu specials and/or new items are in place for pub. 12. Responsible for confirming weekly pub themes per semester with input from staff, students and student groups and cabinets. 13. Communicates with The Central and College Cabinets at the beginning of each semester to determine possible special event bookings in the Ceilie or at alternate campus pub locations, taking into consideration event calendar. | **5%** |
| *Summer Accommodations:*   1. Sends rooming lists to event organizers for assigned events. 2. Submits completed rooming lists to front desk for data entry and preparation for check-in. 3. Reports any issues with accommodations/key/access cards as it relates to assigned events, as needed. 4. Communicates with front desk staff to ensure accommodation requirements for assigned events are ready. | **5%** |
| *Software:*   1. Ensures event information (accommodation, room booking, and online registration) is entered into appropriate programs and updated for assigned events. 2. Trouble shoots issues with the pubs (POS) system within the department. | **3%** |
| *Department Operations:*   1. Participates in annual review of rates and selling prices for department products and services. 2. Participates in review of marketing materials as needed. 3. Participates in review of student staffing needs bi-annually. 4. Participates in weekly staff meetings. 5. Participates in weekly summer logistics meetings with other internal departments. 6. Responsible for providing excellent customer service on a continual basis to all clients. 7. Responsible for proper use of department vehicles including van and golf cart as well as any and all keys/access cards assigned or used in conduct of job duties. 8. Checks and maintains applicable storage areas, as needed. 9. Ensures files are maintained to allow for good client management. | **2%** |

**Education**

Minimum 3 year College Diploma in Event/Hotel/Hospitality Management.

**Experience Required**

* Smart Serve Certification required;
* Class G Driver license required;
* Food Handler Certification required;
* 3 years directly related experience in a licensed establishment, 2 years of which involves event planning, and also includes 1 year supervisory experience;
* Working knowledge of the Liquor License Act and its application;
* Sound decision making and conflict mediation skills;
* Strong ability to multitask;
* Strong organizational and interpersonal skills;
* Intermediate computer skills, using Microsoft office programs;
* Understand and be able to use Conference Programmer, Axiom, Enterprise (room booking), online registration software and Aloha (POS) systems;
* Physically able to lift and carry at least 30 lbs.;
* Willingness to work flexible hours;
* Evenings, weekends and holiday work will be required dependant on business booked;
* May not be able to take vacation during May to August
* Some on-call required outside of regular working hours.

**Responsibility for the Work of Others**

Direct Responsibility

Student Staff (25 to 30)

Indirect Responsibility

Security Contractors hired for special events