

COLLEGE OF CENTRAL FLORIDA

JOB DESCRIPTION

JOB TITLE: CONFERENCE SERVICES SPECIALIST

PAY GRADE C-3

OVERTIME STATUS: NON-EXEMPT

MAJOR RESPONSIBILITY:

Provide critical support to the events management function within the Conference Services Department. Key duties revolve around ensuring seamless delivery of service to customers, from the initial booking to the close of an event. Areas of responsibility cover the Ewers Century Center, The Webber Center, The Vintage Farm, and the Ocala Campus.

At the College of Central Florida, our vision is to be "Your first choice for quality higher education." We aim to accomplish this by providing a caring and exceptional learning environment that fosters the success of our students and community. Candidates considering becoming part of the CF family must be able to embrace and model this philosophy in their day-to-day responsibilities and demonstrate our standards: professional, responsive, informative, dependable, and engaged.

PREREQUISITES FOR POSITION (Qualification Standards):

1. Education or training: High school diploma or equivalent required. Associate's degree or other industry certification in the hospitality field preferred.
2. Years of experience in the field: Two or more years of experience in a customer service-related position.
3. Special skills or abilities related to the position: Ability to plan, organize and take initiative. Excellent customer service skills in the hospitality field and verbal and written communication. Skilled in hospitality, catering, and special events service areas with knowledge of working in an educational setting and with large organizations including corporate accounts. Demonstrated understanding of health codes.

ESSENTIAL JOB FUNCTIONS:

1. Work closely with the Conference and Food Services manager to assist with conference sales and bookings.
2. Assist with the coordination of advertising and marketing efforts.
3. Answer phone queries, assist walk-in customers, and conduct tours of the facilities.
4. Perform administrative functions to effectively deliver high-quality service (use a computer to access, input, and retrieve information; prepare correspondence.).

ESSENTIAL JOB FUNCTIONS (Continued):

5. Maintain complete customer files.
6. Maintain a supply of sales kits; distribute as needed.
7. Assist customers with the application process (complete forms; review required insurance, license, etc., confirm set-up and technical requirements).
8. Schedule event staff.
9. Arrange for computer services support and other college equipment as needed.
10. Oversee and ensure the maintenance of consistently high standards in the quality of facilities and services.
11. Contact the caterer and confirm arrangements.
12. Manage customer accounts (prepare bills; track billing and deposits).
13. Prepare periodic facility use and customer survey reports.
14. Maintain post-event follow-up with customers as needed.
15. Perform other duties as assigned.

(These essential job functions are not to be construed as a complete statement of all duties performed.)

PHYSICAL DEMANDS:

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

- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without a hearing aid).
- Ability to clearly communicate both orally and in writing on a telephone and on a computer for extended periods of time.
- Routinely requires sitting at a desk and viewing a display screen for extended periods of time.
- Ability to access, input, and retrieve information from a computer or other electronic device.
- Routinely requires moderate (up to 40 pounds) lifting and carrying.
- Routinely requires walking, standing, sitting, kneeling, stooping, reaching up, twisting, and bending.

ENVIRONMENTAL CONDITIONS

- Works in an office environment.
- Works outside and inside.
- Some flexible hours are required.

PRIMARY LOCATION OF JOB: OCALA CAMPUS

SUPERVISOR OF POSITION: DIRECTOR OF CONFERENCE AND FOOD SERVICES,
OCALA