

# COLLEGE OF CENTRAL FLORIDA

## JOB DESCRIPTION

JOB TITLE: CONFERENCE CENTERS OPERATIONS & CONTRACT COORDINATOR,  
OCALA CAMPUS

PAY GRADE: P-1

OVERTIME STATUS: NON-EXEMPT

### MAJOR RESPONSIBILITY:

Provide critical and advanced 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, Webber Center, the Ocala Campus, and the Vintage Farm.

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. An associate's degree or other industry certification in the hospitality field is preferred.
2. Years of experience in the field: Three or more years' full-time work experience in a customer service-related position preferred.
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 with large organizations including corporate accounts. Demonstrated understanding of and compliance with health codes. Applied experience in Microsoft Office Suite.

### ESSENTIAL JOB FUNCTIONS:

1. Work closely with the manager of Conference and Food Services to assist with conference sales and bookings.
2. Assist with coordination of advertising, social media, 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).
5. Maintain and complete customer files.

ESSENTIAL JOB FUNCTIONS (Continued):

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 and supervise event staff in absence of the manager of Conference and Food Services.
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. Coordinate with internal and external caterers and ensure event success.
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 a computer for extended periods.
- Routinely requires sitting at a desk and viewing a display screen for extended periods.
- 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 including evenings and weekends.

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

PRIMARY LOCATION OF JOB: BUILDING 40 - OCALA CAMPUS

SUPERVISOR OF POSITION: DIRECTOR - CONFERENCE AND FOOD SERVICES