

**POSITION DESCRIPTION**

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**JOB TITLE:** Conference Services Manager

**DEPARTMENT:** Conference Services

**REPORTS TO:** Director of Conference Services

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**ESSENTIAL PURPOSE:** To coordinate all aspects of assigned group programs, acting as major group contact from start to finish of each program, to ensure complete customer satisfaction.

**ESSENTIAL DUTIES:**

- i To understand and respond to all guest needs and requests in a timely and professional manner.
- i To act as a liaison between hotel and groups, ensuring meeting space is appropriately set up, and handling any special client requests and activities on or off-site.
- i To create group resumes sheets which detail group purpose, room/suite block/pickup, rates and special negotiations, VIP's, meeting and recreation agenda, AV, accounting, and all special instructions to operational departments of hotel.
- i To plan all group food and beverage events, including assistance with menu and wine selection, decorations, entertainment, and audio visual.
- i To attain pre-set monthly revenue goals for banquets, as determined by the Director of Sales and the Director of Food and Beverage.
- i To meet clients upon arrival, and introduce them to key hotel staff.
- i To create Banquet Event Orders that include information for each groups' meeting and food and beverage functions.
- i To communicate last minute changes in group functions to hotel staff, and ensure satisfactory follow-up.
- i To plan and direct pre-convention meetings, as requested by client.

- i To lead weekly group evaluation meetings, as needed, ensuring that other hotel departments understand their roles in upcoming group programs, and reviewing past performance for groups which have checked out.
- i To participate in Rancho Bernardo Inn's MOD program, and attend hotel functions, as directed.
- i To follow all policies and procedures of JC Resorts LLC.
- i To immediately report all suspicious occurrences and hazardous conditions.
- i To maintain the cleanliness and safety of work areas at all times.
- i To practice safe work habits at all times, to avoid injury to self and others.
- i To comply with company and departmental safety rules and regulations, including the proper handling of all relevant equipment.
- i To attend all mandatory meetings as directed.
- i To perform other tasks, including cross-training, as directed.

**JOB KNOWLEDGE & EDUCATIONAL LEVEL:** Bachelor's degree in Hotel or Business Management, or equivalent experience required. English fluency required. Must have minimum two years experience in conference coordination in a hotel of comparable quality. Must be knowledgeable of operations in all other areas of the resort, but particularly in the kitchen, front office, restaurants, accounting, and golf. Must be computer literate. Must be skilled in accepted business presentation formats.

**SKILLS AND APTITUDES:** Detail oriented. Organized and efficient. Safety-minded. High quality standards for production and service. Diplomatic and calm. Strong written and verbal communications skills. Courteous, friendly, and professional manner. Good team player. Customer service focus. Able to work productively with little supervision. Trustworthy and reliable.

**WORKING ENVIRONMENT:** Works primarily indoors in temperature-controlled, clean, and well-lighted office and banquet/meeting rooms. Spends approximately 25% of work hours outdoors in all weather conditions, conducting customer tours, and interfacing with operations. Bi-level structures. Extensive facility. Fast-paced position with high level of responsibility for meeting production deadlines. High level of interaction with all types of people and all hotel departments. Wears pager for 24 hour-a-day availability.

**PHYSICAL DEMANDS:** Stands/walks approximately 50% of shift. Sits at desk or in meetings approximately 50% of shift. Heavy telephone and personal computer use, daily. Patience and tact required to accommodate customer needs, and resolve occasional difficult situations. Must be flexible to work long, sometimes irregular hours to accommodate client schedules, including occasionally staying overnight at the hotel. Must be able to work well under pressure. Frequent use of stairs, daily.

**IMPACT OF DECISION:** Decisions directly impact hotel business levels and customer service. Poor decisions may result in customer dissatisfaction and lost revenues, due to ineffective promotion, lack of follow through, unsafe work practices, or improperly handled customer service situations.

**GENERAL:** Must comply with the Company's Appearance and Dress Code policy as set forth in the Employee Handbook.

**JOB CLASSIFICATION:** The position is classified as Full-Time and, upon completion of the Introductory Period, the employee is eligible for the Employee Benefits outlined in the Employee Handbook. Notwithstanding the foregoing, the Company reserves the right to amend, change or discontinue the policies, practices and benefits described in the handbook at any time and without notice.

**EXEMPT POSITION:** Exempt employees are not covered by the overtime provisions and do not receive overtime pay. Exempt employees are paid a fixed salary that is intended to cover all of the compensation to which they are entitled. Because they are exempt, such employees are not entitled to additional compensation for extra hours of work or time off in lieu of additional compensation.

**AT-WILL EMPLOYMENT:** The relationship between JC Resorts LLC and the employee is for an unspecified term and is considered "at will." This means that the terms and conditions of employment may be changed, with or without cause and with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work. No one other than the President of the Company has the authority to make any verbal or written agreement contrary to this provision and any such agreement must be put in writing and signed by the President before it is effective.

JC Resorts LLC reserves the right to modify and update this Position Description as needed.

I have read and understand the above-referenced job requirements and have the ability to perform all of the essential duties listed herein. I agree to comply with the Company's performance standards and understand that I will need to be flexible in order to accommodate the changing needs of the hotel operation.

I further agree to comply with the rules and regulations set forth in the Employee Handbook and agree to abide with any departmental policies.

I acknowledge receipt of a copy of this job description.

\_\_\_\_\_  
Employee's name (please print)

\_\_\_\_\_  
Employee signature

Date: \_\_\_\_\_

\_\_\_\_\_  
Supervisor signature

Date: \_\_\_\_\_