

JOB POSTING

Job Title: Event and Conference Services Manager

Job Status: Permanent, Full-Time

Start Wage: \$75,000 per annum

Summary of Position:

The Event & Conference Services Manager leads a team of three event professionals and oversees all conference, meeting, and social event management at our premier waterfront hotel in Victoria. This role focuses on delivering exceptional guest experiences while driving revenue growth across food and beverage and additional ancillary services.

The Event & Conference Services Manager is responsible for planning and executing events, as well as developing and implementing strategies, policies, and procedures that enhance service quality. This includes improving both external guest experiences and internal collaboration across departments to ensure seamless event delivery and operational excellence.

Responsibilities:

- Participate in the development of organizational objectives and strategic planning in relation to trends in the market place
- Responsible for the daily operation of the Event department and for the supervision of the three leaders within this department
- Develop an enthusiastic and guest driven team through training and support, enabling the event team to deliver the highest level of service
- Maintain all departmental policies and procedures, ensure the team is trained and held accountable to all standards
- Work closely with the Director of Sales & Marketing, Culinary team and the Event Operations Department to ensure clear lines of communications between each department and all other operational departments
- Enhance service standards, selling techniques and product knowledge to consistently raise the bar to ensure client satisfaction
- Creation and maintenance of reporting including banquet revenue forecasting, annual budgets, activity reporting, trace procedures etc.
- Ensure all leader appraisals and coaching is done in a professional, positive and timely manner to fully support the team and uphold Inn at Laurel Point human resources initiatives
- Maintain a constructive and positive relationship with all departments
- Review all definite sales bookings and assign them among the Events team
- Develop new product offerings with a goal to increase the number and quality of offerings available to meeting planners, conference and social events


- Develop and implement function space yield management guidelines. Review daily to ensure space is being maximized for occupancy and profitability at all times
- Ensure the integrity of OPERA and spearhead any issues with the system with OPERA directly. Participate in training and development within the system
- Responsible for the sales, coordination and servicing of both key account/high profile functions and group bookings
- Responsible for event related information from booking to execution and dissemination of same information to all departments in a professional and timely manner.
- Ensure that all accounting procedures are followed including deposits, appropriate credit and pre-payment
- Maximize revenues through effective upselling
- Coordinate clients' needs with suppliers and vendors to supply rental items, audio visual equipment, décor & themed items, and other needs as identified by the client
- Lead/attend pre-convention meetings, revenue management meetings, Food & Beverage meetings, conference and sales department meetings where ever necessary
- Other duties, projects, and initiatives as assigned by the Director of Sales & Marketing

Job Requirements:

- Proven track record as "Team Leader", someone who can motivate, lead, coach and develop a team
- Minimum 3-5 years of progressive hotel event management experience, including leadership and team development responsibilities
- Must have a fundamental knowledge in Revenue Management as it relates to Catering and Sales
- Hospitality Management Degree or Business Degree equivalent an asset
- Certified Meeting Professional (CMP) designation or certificate with other post-secondary degree/diploma an asset
- Must be available outside of regular scheduled hours as required
- Strong critical thinking abilities
- Confident, well groomed, professional presentation and demeanor
- Superior interpersonal skills, and exceptional communication skills
- Ability to work under pressure, and meet deadlines
- Excellent planning and organizational skills
- Excellent time management and multitasking skills
- Proficiency in Microsoft Word, Excel, and OPERA
- Knowledge of Social Tables an asset
- Must be able to embrace the 4 core values of the Inn at Laurel Point: Excellence, Respect, Curiosity and Stewardship

Reports To: Director of Sales & Marketing

Closing Date: Please submit your application as soon as possible as applications are reviewed daily



Apply Now! Please email your resume to careers@laurelpoint.com. For more information, please visit our Careers page at www.laurelpoint.com/careers

What's in it for you?

- Competitive Wages
- A fun & friendly workplace culture that embraces diversity
- Cross-training opportunities to grow your skills
- Best staff meal in town and by the way, it's free!
- Complimentary parking on non-restricted days during the off-season
- Comprehensive benefits package
- Colleague of the month recognition program
- BBQs on our stunning Terrace patio, free themed year-end Gala to thank you
- Aura waterfront restaurant + patio staff discount – 50%
- Need a staycation? We've got you covered, after your 1-year work anniversary, enjoy a complimentary one night stay including breakfast for 2
- Friends & Family hotel discount (so you can show off your amazing workplace)
- Candidate referral bonus - \$500
- Industry discounts
- Workshops
- Cross-training opportunities
- Skill and advancement training programs
- Shower and locker facilities

Thank you for considering Inn at Laurel Point as your employer of choice!