

SEE ROCK CITY, INC.
JOB DESCRIPTION

Title: GRANDVIEW EVENT SPECIALIST	Team: Grandview
Reports to: Grandview Manager	Status: Full-Time, Non-Exempt

Summary

Assists manager and caterer with their duties at Grandview, as well as off-site events as needed. Under the direction of the Grandview Manager the Grandview Event Specialist is responsible for performing the following duties:

Responsibilities

- Delivers excellent guest service to internal and external customers in line with the organization's mission, culture, and values.
- Models appropriate guest and partner interaction at all times.
- Retrieves phone calls and carries out requests.
- Schedules tours and personal consultations for Event Specialist and Manager.
- Able to carry out scheduled and drop-in tours for potential guests and clients.
- Answers questions of potential clients.
- Assists with food preparation.
- Performs light housekeeping duties.
- Performs secretarial duties.
- Provides service during events.
- Makes and distributes work orders to communicate with Rock City Partners.
- Communicates with maintenance and operations regarding details of future events.
- Orders linens for events.
- Sends invoices and collects payments.
- Arranges and confirms event staffing.
- Fields and responds to information inquiries via phone and internet daily.
- Works with Grandview Manager and Marketing Team to facilitate social media communications regarding calendar of events, promotions, networking with other wedding vendors and general venue information.
- Performs other duties as assigned by management.

Qualifications

- Possesses an outgoing, friendly personality and the desire to provide quality service.
- Ability to convey a professional image to clientele.
- Ability to effectively present information and respond to questions from a group of managers, guests, or the general public; to read and analyze business correspondence; to develop and write reports.
- Associate's degree (A.A.); or two to five years related hospitality experience; or an equivalent combination of both.
- Possesses excellent computer skills in Microsoft Word, Excel, & Outlook.
- Experience with online/social media communication and promotions preferred.
- Ability to add, subtract, multiply, and divide. Ability to perform these operations using units of American money.
- Ability to provide a flexible schedule to work nights, weekends, holidays, and special events as needed.
- Required to regularly use hands and fingers. Ability to lift/move up to 50 pounds. Required to walk, stoop, kneel or crouch frequently. Must be able to stand regularly.