



## Event Operations Administrator

**HOUSEpitality Family restaurant group** is in the search of an Event Operations Administrator to join our growing team. The ideal candidate will be a self-directed leader with an expertise in event execution and guest relations.

### About HOUSEpitality Family:

Our restaurant group is the product of Kevin Healy's 30+ year career as an independent restaurant owner. All of the family-run restaurants share the same mission, to celebrate life one bite at a time. HOUSEpitality Family includes 9 locations over 3 concepts.

### Position Summary:

This is a full-time hourly position with office hours from 9:30-5:30 a few days a week and on-site weekend coordination time in the evening to close events. This position is one that embraces teamwork and may be asked to allocate time to provide support to the Sales team. Participation and attendance in networking meetings, membership in professional organizations, trade wedding shows, HF and Event Department meetings and developmental training is expected. This individual relies on experience and communication skills to accomplish performance, financial, and developmental goals. The Event Operations Administrator role will be able to give and receive feedback for a thriving work environment.

**Supervision Received:** Director of Events/Event Coordinator **Supervision Exercised:** Event Staff

### Desired Experience and Attributes:

- Familiarity with CaterEase or another CRM software program preferred but not required
- Proficient with basic computer programs and Microsoft and/or Google Suite programs
- Excellent verbal and written communication skills with attention to detail
- Ability to accomplish tasks and work independently
- Ability to prioritize tasks and self motivated to meet deadlines expectation
- Resilient and flexible with change
- Reliable and punctual
- Outgoing, enthusiastic personality with focus and detail on guest relations
- Confidently and respectfully able to change negative situations to positive with a simple change of perspective
- Represent company as an industry professional in both communication and appearance
- Implements feedback and coaching from leaders for development and growth
- Assist team with coordination and appointments as needed, and cover for teammates who have time off
- Stock event folders with day-of operational materials
- Use CaterEase to update post-meeting planning notes from coordinators
- Use Toast to load payments to House Accounts
- Keep event locations stocked with up-to-date operations materials.
- Support Event Coordinators by working with them while coordinating large events
- Work as an on-site Event Coordinator as assigned by the Director of Events
- Be the client point of contact for all-day access events
- Assist in coordination of off-site event deliveries and pickups
- Support the Director of Events with reporting, such as staffing

### Compensation:

- Hourly position from \$19-21 based on experience and incentive up to 1% of food and beverage sales
- Medical, Dental, Eye Insurance
- Company Life, Short Term Disability, Supplemental Life
- 2 weeks of Paid Time Off - accrued over the first year