

Job Description: Conference Services Attendant

Job Overview

Conference Services Attendant will supervise and complete the proper and timely set-up of banquet events. Set up includes tables, chairs, stages, dance floors and audio visual equipment. Maintain a high degree of professionalism. Attend weekly Banquet Event Meetings and other meetings as set forth by the Banquet Manager. Maintain all equipment and facilities in an organized, clean, safe environment.

General Responsibilities

- Provide all group guests with a lasting experience of the resort with intent for return business
- Review Banquet Event Orders (BEO's) at the beginning of each shift to ensure room are set as contracted. Confirm and setup A/V equipment needs to contract for the event.
- Open rooms for use adjusting lights, sound volumes, and temperature as needed for each room before guests arrive.
- Be in communication with the lead catering staff regarding any special needs.
- Assist in ensuring that the events are on time. Make adjustments as needed and relay that information to the appropriate personnel.
- Pass any information that is needed to the next staff member on duty.
- Ensure proper use, storage and maintenance of all A/V and meeting room equipment. Ensure there is proper back up in the event that any equipment is not properly functioning.
- Maintain high standards of safety and cleanliness in all areas of the Conference Center.
- Communicate any areas of need, problems, and concerns from guest to Banquet Manager.
- If no upcoming events, please have rooms in a readiness position for any possible site inspections. Ensure that meeting rooms are re-set for next event contract if it is within one day of previous event.
- Schedule or perform maintenance and repair as directed by Banquet Manager.
- Keep inventory of all Conference Center necessities and order or pick-up when in need (on hand food and beverage items, cleaning supplies, paper products, linens, tables, chairs, a/v, misc.).
- Perform a monthly inventory of all Conference Center property and give to Convention Services Manager for review.
- Work with Guest Services to transport any and all items needed for an outdoor event not within the Conference Center and tent areas.
- Attend Safety Committee meetings to discuss safety issues around the resort.
- Work closely with Banquet Manager as to any details of banquets/events, done in weekly BEO meeting, otherwise in verbal communication.
- Assist Group Sales and Catering in all endeavors.

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Job Qualifications

Education:

- CPR & First Aid Certification
- Obtain OLCC permit
- Audio Visual skills (microphones, LCD projectors, computers and similar equipment)

Experience:

- Ability to perform the physical requirements of position.
- Excellent customer service skills
- To be trained in CPR and First Aid.
- Must have Audio Visual skills

FLSA Information

Management Activities

- None

Discretion / Independent Judgment

This position does represent the company in handling complaints, arbitrating disputes or resolving grievances. A Conferences Services Attendant will be expected to work with guests and visitors to ensure satisfaction. A Conferences Services Attendant will have to take initiative and get creative in resolving guest challenges and involve a supervisor only when previous methods have been unsuccessful.

ADA Information

Physical Requirements

- Ability to speak and hear
- Close and distance vision
- Identify and distinguish colors
- Frequent standing with some walking and sitting
- Will stand for long periods of time
- Frequently lifts/carries up to 25 lbs
- Occasionally lifts/carries up to 50 lbs
- Continual use of manual dexterity and gross motor skills with frequent use of bi-manual dexterity and fine motor skills
- Able to reach hands and arms in any direction and kneel, stoop or crouch repeatedly

Working Conditions

- May be indoor or outdoor setting
- May work on high or precarious places
- Varying schedule to include evenings, holidays and extended hours as business dictates