



JOB DESCRIPTION

Events & Functions Co-ordinator

Main Purpose:

To maximise the revenue potential from all corporate, charity and society golf events.

To administer, co-ordinate and liaise with corporate, charity and society organisers as to event requirements.

To assist where required, on the day with the running of the events.

Reporting to: General Manager

Experience & Skills

- Experience with a POS system would be an advantage
- Proficient computer skills; Microsoft Office (including Word, Excel, Publisher, & Outlook)
- 3 years' experience in event management
- Excellent oral communication skills.
- Patient, professional manner and appearance
- Ability to make people feel welcome and comfortable
- Superior organizational skills with ability to adjust quickly to changes

Key Responsibilities:

- The Events & Functions Co-ordinator is the primary contact for inquiries of available dates and information pertaining to club & private functions.
- Liaises with the various sections of the club, societies and other groups as to hosting requirements.
- Plans private events; including but not limited to dining room arrangements, confirmations and billing.
- Co-ordinates and administrates the computerized reservation system.
- Ensures upcoming event information is current.
- Provides necessary information to the applicable managers/supervisors.
- Responds to member/guest complaints immediately. Determines the complaint validity and resolves situation immediately. Reports pertinent issues to the General Manager.
- Welcomes member/host upon arrival at private functions and ensures that all requested details are executed.

- Design and develop departmental policies as required.
- Acts as secretary to the Club Social Sub-Committee and works with the Committee and General Manager to provide successful events
- Maintain catering and special event files.
- Prepares and provides printed material required for the food and beverage department which includes but not limited to: menus, announcements, signage & place cards.
- Assist the General Manager with the management of the various clubhouse cleaning and maintenance contracts
- Performs other duties as assigned by the General Manager.

Communication

Develop and maintain good relationships with clients to encourage repeat business.

Development

Take responsibility for self-development in order to be commercially aware of the job role, identifying any suitable development opportunities and bringing them to the attention of the General Manager.

To maximise income, through the use of the facilities and to ensure the quality of the members and visitors' experience.

This is not intended to be an exhaustive list of duties and others may be added or be necessary to secure the proper performance of the job.