



## Catering Operations Manager Job Description

### POSITION SUMMARY

Frontline management role and member of the Leadership team. The Operations Manager is the direct supervisor of the Operations team. Responsible for the training and development programs for the internal Operations department. Responsible for the development and implementation of all SOPs for Operations. Creates weekly schedules and execution plans for all internal Operations and Facilities teams. Oversight of all venue and facilities management, including inventories, venue/facilities maintenance, and fleet vehicles. Primary contact to all Operations and facilities vendors. Continually collaborates with all Sales & Coordination teams, Culinary, HDS/Bloom, Human Resources, and Administration teams. Attends weekly BEO meetings, Leadership, Ops logistics, and Owner 1:1s. Reports to Owner.

### JOB RESPONSIBILITIES

- Department Business Planning
  - Direct and organize the activities of Food and Beverage Department to maintain high standards of quality and service to maximize profits and ensure client satisfaction
  - Oversee ordering, and creative development of the Herban Feast bar/beverage program in coordination with Senior Sales Manager
  - Collaborate with Executive Chef and Senior Sales Manager for menu development event service production, style standard, sales, and sale enhancements
  - Analyze, interpret, and utilize data related to labor costs, food costs, profit margins, inventory controls, invoices and food and beverage purchasing protocol

### Operations Team Management

- Oversee Assistant Operations Managers and department's daily tasks
- Update and maintains weekly schedules based on business needs
- Ensure accountability for assigned internal Operations team tasks in a timely fashion
- Update Operations team boards and dashboard gauges
- Complete Operations offer letter signings for eligible team members in tandem with Human Resources Manager
- Ensure Operations team staff involved in events are prepared including Washington State compliance with all licenses and permits
- Promote and improves best practices withing the catering food and beverage industry
- Training and Development
  - Create and implement of all training programs for internal Operations team
  - Mentor, coach, counsel and terminate all internal Operations team when appropriate
  - Write and conducts performance evaluations for all Operations team
  - Work with Catering Services team to ensure stellar overall team morale in alignment with the company values
  - Create and maintain tools for excellent communication and efficient operations

- Venue and Facilities Management
  - Oversees the Assistant Catering Services Managers maintenance of uniform inventories and purchasing as needed
  - Conducts weekly venue walk-throughs to ensure that buildings are safe, functional, clean, organized, efficient and aesthetically pleasing
  - Ensures inventory accountability regarding equipment, perishable items, and venue supplies
  - Determines necessary maintenance regarding venues, fleet vehicles and Operational equipment as well as identifying specific vendors needed to complete that maintenance
  - Primary contact to all operations and facilities vendors and building Landlord
  - Responsible for determining and ordering necessary event, venue, and other Operational supplies
  - Ensures neighbor relations are coordinated in relation to venue events.
  - Utilize Caterease for its optimal benefit for the Operations Department
  - Works in concert with the Catering Services Manager to review all Post Event Recaps for follow up

### **CORE COMPETENCIES**

- Exceptional written and verbal communications abilities
- Effective multi-tasking and follow-up skills
- Solid problem-solving abilities
- Strong organization skills
- Strong managerial capabilities

### **JOB REQUIREMENTS**

#### **Education, Training & Experience**

- Minimum 5 years: Management in catering, bar service, food, and beverage experience
- Preferred emphasis on off-site catering experience
- Widespread knowledge of catering budgets
- High degree of computer proficiency: MS Word and Excel; Caterease preferred
- Current Washington State Food Handler's Card
- Current Washington Liquor Board Class 12 Mixologist Card

#### **Physical Requirements**

- Ability to lift to 50 lbs
- High level of mobility; walking, standing, carrying, etc.

#### **Work Environment**

- Office and various in house and off premise venues
- Availability required for extended and various work hours, including nights, weekends, and holidays
- Salaried position – full time
- Benefits: Medical, dental, vision, life, mileage reimbursement, paid time off and sick days
- Salary: \$65,000.00 - \$70,000.00 per year
- Benefits: AD&D insurance, Dental insurance, Health insurance, Life insurance, Vision insurance, Paid time off, Sick time off

**Equal Employment Opportunity (EEO):** *It is the policy of Herban Feast Inc. that all employees and applicants be afforded equal opportunities in employment without regard to race, color, sex (including gender identity and gender stereotypes), national origin, religion, disability, or retaliation for engaging in an EEO protected activity. The Company prohibits discrimination or harassment based on any of these categories, as well as on age, genetic information, sexual orientation, marital status, status as a parent, military service, or any other bases protected under applicable local, state, or federal law.*