

JOB OPPORTUNITY

POSITION TITLE: CATERING & CONVENTION SERVICES COORDINATOR

The Sheraton Vancouver Wall Centre Hotel is looking for a dynamic and creative Catering & Convention Services Coordinator to join our growing team. This position reports to the Director of Catering & Convention Services.

RESPONSIBILITIES:

- Create accounts in ISAC, prepare correspondence to customers, and file maintenance.
- Book and service catering events by taking lead inquiries and generating new business.
- Greet the client on the conference level prior to their event start and introduce them to the Banquet Manager on site.
- Administrative Duties (answering internal and external calls, filing, ordering office supplies, etc.).
- Print and distribute reports (Daily, Weekly, Revenue and Change Log).
- Prepare Reader Boards and Signs.
- Prepare and distribute event orders (EO's) at the end of day.
- Update ISAC with any changes.
- Work with other departments within the hotel to provide quality service to clients.
- Conduct site inspections of the property.
- Perform prospecting calls for new clients and manage relationships with current clients.
- Assist coordinating internal staff events.
- Work closely with Catering & Convention Service Managers (provides support in preparing drink/parking vouchers, Gift Certificates, Process Starwood Preferred Planner Points (SPP), etc.).

QUALIFICATIONS:

- Positive attitude, self-motivated with high energy levels.
- Flexible to ever-changing client's requirements.
- Have a sense of urgency and able to meet deadlines.
- Proactive, organized, creative thinker.
- Excellent guest service and sales skills are required.
- Ability to communicate client's needs and resolve complaints independently.
- Walking and standing are occasionally required; you must be able to exert a well-paced mobility to get to other departments in the hotel on a timely basis.
- Must have knowledge of current events and corporate culture of the area.
- Must be able to speak, read, write, and understand English, a second language is an asset.
- Must have strong communication skills, both verbal and written.
- Must have working knowledge of Microsoft Office programs and hotel booking systems, ISAC & Lightspeed is an asset.
- Must be able to work effectively in an office environment.
- Must be familiar with typical office machines (fax, photocopier etc.).
- Must be available to work outside of traditional business hours (evenings and/or weekends).
- Previous hotel experience is an asset.
- Valid class 5 Driver's License is required.

APPLY: Please submit your cover letter and resume to Human Resources via email at resumes@wallcentre.com.